

„A” FOOTBALL MATCHES

GROUPAMA ARENA

**GENERAL TERMS AND CONDITIONS
TO PURCHASE TICKETS AND BUSINESS SEATS AND
TO REQUEST RELATED SERVICES**

„B” HANDBALL MATCHES

ELEK GYULA ARENA ÉRD ARENA MVM DOME

**GENERAL TERMS AND CONDITIONS
TO PURCHASE TICKETS**

Effective: from 19th September 2024

Definitions:	GTC „A” regarding football matches
Arena	means the stadium named Groupama Aréna located at Üllői út 129, 1091 Budapest.
GTC	means this document, which contains the general terms and conditions governing the legal relationship between SPORTFIVE as seller and the Customer as buyer.
Entrance Ticket	means the document issued electronically or on paper by SPORTFIVE or a person authorized by it, entitling you to enter the Event listed on the Ticket or the Fradi Museum.
Season Ticket	means a document (plastic card) entitling the holder to receive Ticket(s) for the Event(s) held during the Season within the framework of one or more championships as defined in the Contract or - in the absence of a document - the possibility of receiving Tickets.
Consumer	means a natural person acting outside the scope of his profession, independent occupation or business activity.
Fradi Museum	means the museum institution maintained by the FTC and operating in accordance with the CXL Act of 1997 on museum institutions, public library services and public culture in the Arena building, accessible from the public area through a separate entrance (registration number: TemM/1862/2015.).
FTC	means Ferencváros Gymnastic Club Sports Club.
FTC Zrt.	stands for FTC Football Private Limited Company (headquarters: H-1091 Budapest, Üllői út 129, registry court: Cémbriásága of the Capital Court, company registration number: 01-10-044877, tax number: 12956661-2-43).
Course rules	means the Arena Course Rules available on the Website and Arena.
House rule	means the policy found on the groupamaarena.com website
Website	means the website http://www.meccsiegy.fradi.hu together with its subpages. The website is operated by SPORTFIVE Hungary Kft. (székhely: 1091 Budapest, Üllői út 129., cégjegyzékszám: 01-09-187952).
MLSZ	means the Hungarian Football Association.

MLSZ website	means the website http://www.meccsjegy.mlsz.hu .
Civil Code	means Act V of 2013 on the Civil Code.
Event	means the Champions League match or Europa League match, Friendly match, Hungarian Cup match, Hungarian national team match or OTP Bank League match held in the Arena.
Champions League match or Europa League match	means the home match of the FTC team to be played in the given Season in any adult men's field football competition system according to the Union of European Football Associations competition schedule, regardless of its name used during the duration of the Agreement, if it takes place in the Arena.
Friendly match	means the FTC's adult men's big-time football match to be played in a given Season, if they are held in the Arena, not in the framework of the above mentioned tournament announcements.
Hungarian Cup match	refers to all the home matches of the FTC team in the Hungarian Cup for men's adult field football according to the MLSZ competition notice to be played in the given Season, regardless of the name of the Hungarian Cup used during the duration of the Agreement, if it is held in the Arena. An exception is the final of the Hungarian Cup, which, according to the MLSZ competition notice, is organized and designated by the MLSZ.
Hungarian national team match	refers to the domestic matches of the MLSZ adult men's national football team, regardless of the competition announcement or the friendly nature of the match, if it takes place in the Arena.
OTP Bank League Match	means all the domestic matches of the FTC team in the National Championship Class I men's adult big field football championship according to the MLSZ competition schedule to be played in the given Season, regardless of the name of the championship used during the duration of the Agreement, if it is held in the Arena.

Other events means any event taking place in the Arena, but not organized by SPORTFIVE as organizer (rights holder).

SPORTFIVE represents SPORTFIVE Hungary Limited Liability Company (headquarters: 1091 Budapest, Üllői út 129, registry court: Commercial Court of the Capital Court, company registration number: 01-09-187952, tax number: 24892814-2-43, telephone number +36-1-455 2300, email address: stadion@groupamaarena.com)

Sports Act	means Act I of 2004 on sports.
Sector	means the sector or sectors of a specific category separated within the Arena, regardless of the current name and design.
Contract	means the Contract between SPORTFIVE as the seller and the Customer as the buyer regarding the Season Tickets or Tickets selected by the Customer.
Contracting parties	means SPORTFIVE and the Customer(s).
Season	means a period of one year from 1 July of the calendar year to 30 June of the following calendar year.
Fan Card	card issued by FTC Zrt on the basis of Section 72/A (1) of the Sports Act, suitable for personal identification, with a photo, and entitling to discounts.
Business seats	means the seat (s) in the VIP sector, including the Sky Boxes
Customer	means the natural person concluding the Contract with SPORTFIVE as the seller, to whom the Entrance Ticket is transferred after the conclusion of the Contract in accordance with the provisions of these General Terms and Conditions.
Certificate of protection	means the official ID according to Government Decree 60/2021 (II. 12) on proof of protection against the coronavirus.
Purchase Price	means the consideration payable by the Customer for the Tickets or Season Tickets specified in the Contract.

I. GENERAL RULES

1. THE SUBJECT OF THE CONTRACT

Based on the contract, SPORTFIVE sells to the Customer the number of Season Tickets or Entrance Tickets specified in the Contract for the Event(s) held in the Arena, or for visiting the Fradi Museum operating there, the Customer is obliged to pay the Purchase Price specified in the Contract and to receive the Season Ticket(s) or Entrance Ticket(s).

SPORTFIVE declares that - in accordance with the contract between FTC, FTC Zrt and SPORTFIVE - it has the right to operate the Arena, on the basis of which SPORTFIVE is entitled without restriction to sell Season Tickets and Entrance Tickets, as well as to conclude the Contract.

2. Common rules for purchasing tickets

- 2.1. The customer is entitled to purchase the Entrance Ticket or Pass electronically or in person. Customer shall be fully responsible for the correctness and completeness of the data provided by him during the purchase of the Ticket or Pass. The detailed rules for data management are contained in the data management information related to ticket sales, which is available on the Website. In case of purchase by electronic means, the Customer accepts the provisions of these GTC to be bound by the provisions of these GTC by using the Website or the MLSZ Website, personally expressing his intention to purchase the Pass or Ticket.
- 2.2. In the case of exclusionary reasons specified in Sport tv. and other legislation, SPORTFIVE is entitled to unilaterally refuse to conclude the Contract before the conclusion of the Contract, and after the conclusion of the Contract to perform the Contract and to withdraw from the Contract - if it is concluded - with immediate effect. Customer shall be obliged to reimburse all damages and costs incurred on SPORTFIVE's side arising from the circumstances giving rise to the exercise of the right of withdrawal specified in this section and the exercise of the right of withdrawal.
- 2.3. The Purchase Price is usually set in HUF and includes the total sales tax (VAT). The Customer is obliged to pay the Purchase Price in a lump sum, depending on the method of concluding the contract, through one of the payment methods (cash, bank card payment). SPORTFIVE reserves the right to amend the Purchase Price, not retroactively, or to provide discounts and other promotions prior to the conclusion of the Contract.
- 2.4. If the Purchase Price is determined in euros in the Contract, based on the agreement of the Contracting Parties, the Purchase Price shall be paid in forints in such a way that the currency exchange rate of the Hungarian National Bank valid on the working day preceding the date of issue of the fee request (proforma) invoice shall be used for the exchange rate calculation.
 - 2.4.1. After the financial performance, an invoice will be issued or payable in euros to SPORTFIVE's euro bank account. The Pass and the Admission

Ticket will be issued to the Customer in their name, i.e. their transfer to a third party can only take place in person at the ticket office in the Arena area.

- 2.5. The Pass or Ticket transferred in violation of this clause is invalid without special action by SPORTFIVE and does not entitle entry to the Event.
- 2.6. If the Event is canceled for any reason, or if it is organized with the exclusion of spectators or a limitation of the number of spectators, SPORTFIVE is entitled to unilaterally withdraw from the Contract by stating the reason for the withdrawal with immediate effect. SPORTFIVE exercises its right of withdrawal with the notice published on the Website. If SPORTFIVE exercises its right of withdrawal according to this point, it is obliged to refund the price of the Ticket to the Customer within three working days.
- 2.7. If the Event is interrupted, the Ticket is valid for the repeated Event.
- 2.8. SPORTFIVE is also entitled to sell Tickets for the weekend round set by the MLSZ in the preliminary competition calendar, if the MLSZ has not yet specified the exact day and/or start time of each Event, but only the Saturday or Sunday, on one of which the Event will be held. In such a case, SPORTFIVE will indicate the date of both the affected Saturday and the affected Sunday on the purchased Ticket, and the exact start time (day, hour) of the Event is not required to be indicated. SPORTFIVE informs customers about the exact time of the Event on its online contact information, as set by MLSZ.

In this case, the Ticket only entitles the user to enter the Arena on the day on which the Event is actually held, provided that the customer is from two (2) hours before the official start time of the Event to one (1) hour after the official closing time of the Event (regardless of the official closing time, however, he is entitled to stay in the Arena until the time specified in the Government Decree). The Customer must leave the Arena one (1) hour after the official closing time of the Event (regardless of the official closing time, but no later than the time specified in the Government Decree). The Customer is not entitled to withdraw from the Contract in these cases either, i.e. clause 8.2 of these General Terms and Conditions applies without limitation to these cases as well. By reading these General Terms and Conditions, the customer expressly acknowledges the general contractual condition regulated in this point 2.8, as significantly different from the usual contractual practice.

- 2.9. By purchasing a ticket, the Customer accepts that photos may be taken of them when attending the Event, as Events held in the Arena are considered to be mass events.

3. Purchasing tickets electronically – to the FTC fan sector

3.1. The Customer acknowledges that they are entitled to purchase Entrance Tickets or Season Tickets for the FTC Fan Sector and to participate in the Event only if they are in possession of a Fan Card issued by FTC Zrt., except for minor children aged 0 - 7 years, see sections 3.1.1.1 to 3.1.3.

3.1.1. For children aged 0 - 7, matches not requiring a fan card are:

- home matches,
- international qualification matches

3.1.2. For children aged 0 - 7, matches requiring a fan card are:

- group stage matches and subsequent play-off matches in international cup competitions

3.1.3. For matches specified in sections 3.1.1. and 3.1.2., the purchase of tickets is mandatory for children aged 0 - 7 years.

The detailed regulations for the Fan Card are specified in the General Terms and Conditions of the FTC Zrt. which can be accessed at the following link:

- <http://www.meccsjegy.fradi.hu>

- 3.2. SPORTFIVE operates a Website to facilitate the purchase of Season Tickets and Entrance Tickets. The language of the contracting process and the Contract is Hungarian. In the case of purchasing a Season Ticket or Entrance Ticket on the Website, the procedure for concluding a contract is as follows:
- 3.2.1. In order to use the Website to purchase a Season Ticket or Entrance Ticket, the Customer must first register on the Website by entering their name, e-mail address and password. By registering, the customer accepts the provisions of the General Terms and Conditions as binding.
- 3.2.2. After registration, the customer can log in to the sales interface on the Website using the e-mail address (username) provided during registration and the password provided by him.
- 3.2.3. After logging in to the Website, the Customer can select the appropriate Event and then select the seats corresponding to the Tickets to be purchased. The customer acknowledges that he is entitled to purchase tickets to different Sector(s) with different types of Supporter Card.
- 3.2.4. Before paying the Purchase Price, the Customer must approve the Season Ticket(s) or the number of Entrance Ticket(s) corresponding to the selected seat.
- 3.2.5. The Customer can pay the Purchase Price with a bank card on the SSL (secure) web interface of OTPDirekt.hu. Customer is the Purchase Price until it is settled, you can freely interrupt the contract process. The Customer acknowledges that upon payment of the Purchase Price, the Contract is established between SPORTFIVE and the Customer for the selected Season Ticket(s) and Entrance Ticket(s).
- 3.2.6. The Website will automatically notify the Customer of the result of the settlement of the Purchase Price. The notification of the result of the settlement of the Purchase Price is also the notification of the conclusion of the Contract. The Agreement is not considered to be in writing.
- 3.2.7. In case of unsuccessful settlement of the Purchase Price (missing the card number, insufficient card balance) or failure to settle the Purchase Price, the Contract will not be concluded, however, the Customer is entitled to repeat the contract conclusion process defined in this chapter.

3.2.8. After paying the Purchase Price, the Purchaser can collect the Entrance Ticket via the electronic interface available on the Website. The Customer must present the Ticket received on the electronic interface either as a printed copy or on an electronic device (mobile phone, tablet) together with the Fan Card when entering the Event. The Customer acknowledges that he is only entitled to enter the Arena area and participate in the Event with a valid Entrance Ticket.

3.3. In exceptional cases, the Customer - contrary to the rules of this point 3 - has the option to pre-register for the Fan Card on the Website and then purchase the Entrance Ticket after pre-registration. In this case, it is not necessary to be in possession of the Supporter's Card to receive the Ticket electronically, but to participate in the Event it is necessary to receive the pre-registered Supporter's Card at the Arena ticket office. If in this case the Customer does not participate in the Event and does not collect the Supporter Card, he cannot request a refund of the price of his Entrance Ticket, however, the pre-registration of the Supporter Card remains, and he can collect the Supporter Card at the ticket office of the Arena for 90 days.

4. Buying tickets in person - to the FTC fan section

4.1. The Customer is also entitled to purchase a Season Pass or Entrance Ticket at the opening hours specified by SPORTFIVE at the Arena ticket office, according to the ticket purchase conditions in force on that day.

4.2. The Customer is entitled to pay the Purchase Price in cash or by credit card at the ticket office of the Arena, or by using another means of payment that has an acceptance permit on the given day. The customer is entitled to receive the printed Pass or Entrance Ticket after payment of the Purchase Price.

4.3. The Customer must present the Ticket received in person together with the Supporter's Card when entering the Event. The Customer acknowledges that he is only entitled to enter the Arena area and participate in the Event with a valid Entrance Ticket.

5. Buying tickets for the Pitchside VIP Experience

5.1. The Customer acknowledges that it is an exclusive condition for the use of the Pitchside VIP Experience (hereinafter: Experience Programme) that the Customer is in possession of a valid Entrance Ticket or Season Ticket for the given match in accordance with the regulations specified in section 3 or 4, otherwise the Customer cannot use and validate the ticket purchased for the Pitchside VIP Experience ticket sector.

5.2. It is only possible to buy tickets for the Experience Programme online via the dedicated interface on the Website at meccsjegy.fradi.hu or in the Fradi App. Tickets are available in limited numbers, with only 10 people allowed to buy such tickets per match. One Customer can purchase a maximum of 5 (five) tickets.

5.3. The customer can settle the purchase price of the Experience Programme by credit card via the SSL secure web interface of OTPDirekt.hu. Customer can interrupt the contractual process at any time until the Purchase Price is paid. The Customer acknowledges that by settling the Purchase Price, the Contract between SPORTFIVE and the Customer is concluded for the selected Experience Programme and the respective Season Ticket(s) and Entrance Ticket(s).

- 5.4. Customer will receive an automatic e-mail notification of the result of the payment of the Purchase Price, which will include the exact way of using the ticket (e.g. exact location of the meeting point, exact time, etc.). The notification about the result of the payment of the Purchase Price also constitutes the confirmation of the conclusion of the Contract. The Contract shall not be deemed to be made in writing.
- 5.5. In the event of a failure to settle the Purchase Price (card number typo, insufficient card balance) or non-settlement of the Purchase Price, the Contract shall not enter into force, but the Customer shall be entitled to repeat the contracting process as specified in this chapter.
- 5.6. After settling the Purchase Price, the Customer can collect their Experience Programme ticket via the electronic interface on the Website in the manner specified in the confirmation email. The Customer must present the ticket collected through the electronic interface either as a printed copy or on an electronic device (mobile phone, tablet) together with the valid Entrance Ticket/ Season Ticket to the person in charge at the meeting point and time specified in the confirmation e-mail. The Customer acknowledges that they are only entitled to enter the Arena and to participate in the Event - in order to use the VIP Experience Pitchside Ticket - if they are in possession of a valid Entrance Ticket/ Season Ticket.
- 5.7. The Customer acknowledges that, in addition to the above, participation in the Experience Programme is subject to the condition of arriving at the designated meeting point(s) at the appropriate time and place, from where the person in charge will guide the holders of valid tickets to the Experience Programme venue (in front of sector C3, behind the pitch-side LED perimeter), where they will have a maximum of 25 minutes allowed to stay.

5.7.1. Meeting points:

- For Entrance Ticket/Season Ticket holders of sectors C and D: at the entrance to the sector for disabled persons between D1/D2, at the central pillar (marked by a signpost with the inscription Pitchside VIP Experience meeting point)
- For Entrance Ticket/Season Ticket holders of sector B: marked by a sign at the fence separating sectors B and C (marked by a signpost with the inscription Pitchside VIP Experience meeting point)
- For VIP guests: in the lobby of the museum next to the Main Entrance (after collecting the match ticket, it is necessary to arrive at the meeting point and present the wristband)

5.7.2. Customer acknowledges that they must show up at the meeting point specified in section 5.7.1 no later than 1 hour before the start of the match, otherwise they will not be able to use their ticket and participate in the Experience Programme.

5.8. Customer acknowledges that participation in the Experience Programme is only possible if all the conditions specified in section 5 are met, no complaints will be accepted if any of these conditions are not met, and refund of the ticket price is not possible.

6. Purchasing tickets to the guest sector

6.1. The customer is entitled to purchase Tickets to the guest sectors in the Arena in person, at the ticket counters of the opposing football team or on the MLSZ website.

7. Buying tickets electronically and in person for the Fradi Museum

7.1. The GTC shall apply to the purchase of an Entrance Ticket for the Fradi Museum with the alternative provisions specified in this section. The provisions of the GTC applicable only to Events and Other Events shall not apply to Tickets for the Fradi Museum.

7.2. The purchase of Entrance Tickets to the Fradi Museum is possible in person and electronically. A Fan Card is not required to purchase an Entrance Ticket to the museum.

7.3. Customer understands that access to the territory of the Fradi Museum and visiting the Fradi Museum is only possible with a valid Entrance Ticket. The Entrance Ticket is not made out in the name of a specific person, the holder is entitled to visit the Fradi Museum during the museum's opening hours (on weekdays from 10:00 a.m. to 6:00 p.m., except Mondays, when the museum is closed, and from 10:00 a.m. to 4:00 p.m. on Saturdays and Sundays, except that on match days the opening hours are from 10:00 a.m. to the start of the match). The museum entrance ticket is valid for one entry only and includes, in addition to the visit to the Fradi Museum, a guided tour of the Arena (stadium tour) of up to 30 minutes, which starts every hour (every full hour except opening and closing hours). Outside these times and independently (without a guided tour), the Arena tour is not available. The Museum Entrance Ticket does not entitle the holder to any other service. Once purchased, the Entrance Ticket cannot be redeemed.

7.4. Entrance to the Fradi Museum with discounted tickets is subject to proof of eligibility by presenting the appropriate documents, in the absence of which admission may be refused.

7.5. The Customer is entitled to purchase a Season Ticket or Entrance Ticket in person at the Arena ticket office during the opening hours of the box office as specified by SPORTFIVE, in accordance with the ticket purchase conditions in force on the respective day.

7.6. The Customer is entitled to pay the Purchase Price at the Arena's ticket office by cash or credit card, or by using another cash substitute payment instrument approved for acceptance on the respective day. The Customer is entitled to receive the printed Ticket after payment of the Purchase Price.

7.7. The Customer must present the Entrance Ticket purchased and collected in person at the entrance to the Fradi Museum.

7.8. SPORTFIVE operates a Website to facilitate the purchase of tickets to the Fradi Museum. The language of the contractual process and the Contract is Hungarian. In the case of purchasing Entrance Tickets electronically via the Website, the contractual process is as follows:

7.8.1. In order to use the Website to purchase a Museum Entrance Ticket, the Customer must first register on the Website by entering their name, email address and password. By registering, the Customer agrees to accept the provisions of the GTC as legally binding.

7.8.2. After registration, the customer can log in to the sales platform on the Website using the e-mail address (username) and password they provided during registration.

7.8.3. After logging in to the Website, the customer can select the Entrance Ticket entitling them to visit the Fradi Museum, the number of tickets and any applicable discounts under the menu item Fradi Museum.

7.8.4. Before settling the Purchase Price, the Customer must confirm the Entrance Ticket(s) to be purchased.

7.8.5. The customer can settle the purchase price by credit card via the SSL secure web interface of OTPDirekt.hu. Customer can interrupt the contractual process at any time until the Purchase Price is paid. The Customer acknowledges that by settling the Purchase Price,

a Contract between SPORTFIVE and the Customer is concluded for the selected Entrance Ticket(s).

7.8.6. Customer will receive an automatic e-mail notification of the result of the payment of the Purchase Price. The notification about the result of the payment of the Purchase Price also constitutes the confirmation of the conclusion of the Contract. The Contract shall not be deemed to be made in writing.

7.8.7. In the event of a failure to settle the Purchase Price (card number typo, insufficient card balance) or non-settlement of the Purchase Price, the Contract shall not enter into force, but the Customer shall be entitled to repeat the contracting process as specified in this present chapter.

7.8.8. After settling the purchase price, the Customer can collect the Entrance Ticket via the electronic interface available on the Website. The Customer must present the Entrance Ticket received via the electronic interface either as a printed copy or on an electronic device (mobile phone, tablet) upon entering the Fradi Museum. The Customer acknowledges that they are only entitled to enter the territory of the Fradi Museum and to participate in the Event if they are in possession of a valid Entrance Ticket.

8. Rules for entering the Arena

- 8.1. Customer is entitled to enter the Arena upon presentation of the Ticket and from two (2) hours prior to the official start date of the Event until one (1) hour after the official closing date of the Event (however, no later than the date specified in the Government Decree, regardless of the official closing time) have the right to stay there. The Customer must leave the Arena one (1) hour after the official closing time of the Event (regardless of the official closing time, but no later than the time specified in the Government Decree). SPORTFIVE is entitled to refuse entry to the Event in the cases specified in Sport Act, the Track Regulations and the Government Decree, or remove the Customer from the Event in the cases specified in Sport tv and the Track Rules after entry.
- 8.2. According to the Government Decree, a person protected from Coronavirus and persons under 18 years of age under his supervision may participate in the event as spectators. The Customer acknowledges that Sportfive refuses to allow the Customer to enter, and prevents the Customer from entering, who does not prove his protection against the coronavirus or his age. Certification shall be provided by presentation of the Protection Certificate. During the proof of protection against coronavirus, the Customer may be called separately to present the official identity card that is suitable for proving the identity indicated on the Protection Card. A person under the age of 18 (who has reached the age of 6) must prove their age with their identity card, passport, driver's license or student card. Verification of the age of a person who has not reached the age of 18 may be dispensed with if the fact of minors is obvious.
- 8.3. The customer acknowledges that during entry, in accordance with the provisions of the Sports Act, his identity may be checked and his clothing and luggage may be searched, depending on the results of which SPORTFIVE or the person authorized by him may refuse entry, and to remove the Customer from the Event after entry, as well as to collect items that cannot be brought in.
- 8.4. Customer the Entrance Ticket prior to the Event can be purchased at <http://www.meccsjegy.fradi.hu> - in case of ticket purchase in the guest sector via the electronic interface available on <http://www.meccsjegy.mlsz.hu> - or in person, the Arena - in the case of buying tickets to the guest sector, you can pick it up at the ticket office of the respective opposing football team during opening hours. In order to use the Service, the Customer is obliged to print the Entry Ticket received on the electronic interface and present the printed or paper-issued Ticket at the time of

entry to the Event. Customer acknowledges that he is entitled to use the Service only in possession of a valid and printed Ticket.

- 8.5. Customer is entitled to use the common areas of the Arena, which are linked to participation in the Event as appropriate (in particular road users, elevators, washrooms), but are not entitled to enter any Sector other than the Sector specified on the Ticket.
- 8.6. While in the Arena and participating in the Event, the Customer shall refrain from unnecessary disturbance of others, even while complying with the applicable rules, and therefore the Customer shall not engage in any conduct or activities that disturb or disrupt the Event or that could violate or endanger the personal rights or property of the participants of the Event, or of those arriving at or leaving the Event. If the Customer fails to refrain from the improper conduct or activity when requested to do so, the Customer may be ordered to leave the Arena.
- 8.7. Customer can only enter the Arena with a valid Entrance Ticket or Season Ticket and can only stay in the sector indicated on the Entrance Ticket or Season Ticket during the Event. The Customer is obliged to keep the Entrance Ticket or Season Ticket with them during the Event and/or, if they have been provided with an armband, to wear it during the Event. In the event of non-compliance with this provision, the Customer may be ordered to leave the Arena.

9. Catering services and other services

- 9.1. SPORTFIVE provides catering services in the Arena area. The Customer acknowledges and agrees that SPORTFIVE will provide the catering service through the use of the subcontractor, with a different choice by sector and event.
- 9.2. The Customer acknowledges that, in the absence of a different provision in the Contract, SPORTFIVE is not obliged to provide seats in the catering area designated for this purpose (table reservation) for the duration of the Event. The customer also acknowledges that Sportfive provides catering services and other services in accordance with the conditions set by the Government Decree and other relevant legislation.

10. Contract duration and termination

- 10.1. The Contract is for the Event specified in the Ticket or for the visit to the Fradi Museum, in case of purchase of a Season Ticket, for the Events specified in the Season Ticket.
- 10.2. The customer acknowledges that, in the case of the purchase of an Entrance Ticket or a Season Pass, he is not entitled to the right of withdrawal from the Contract without giving a reason based on § 29 (1) point 1) of Government Decree 45/2014 (II 26) on the detailed rules of contracts between the consumer and the company. Otherwise, the right of withdrawal from the Contract is governed by the rules of the Civil Code. In the case of the purchase of an entrance ticket, the Contracting Parties shall not have the right of normal termination
- 10.3. In the case covered by clauses I. 2.2, I. 2.11 and I. 9.13 of these GTC, the Contract is terminated with immediate effect.
- 10.4. In the event of termination of the Agreement prior to the respective contractual period, for any reason, the Customer must immediately return all of its Season Tickets and Tickets not covered by the Purchase Price, and SPORTFIVE is entitled to cancel these Season Tickets and Tickets with the date of termination of the Agreement.

II. DIFFERENT RULES FOR BUSINESS SEATS

1. General stipulations:

- 1.1. Services related to each Sector are listed in Appendix 1 to the GTC in force at all times. Contracting Parties shall be entitled to specify in the Contract any other Services in addition to the Services related to the Sector.
- 1.2. The Customer declares that they have examined the VIP Sector, the chosen Sector, the Arena, their location, parameters and business opportunities in all respects and declares that they fully meet the Customer's expectations. For the purposes of this Chapter II, the term Customer shall be understood to include also a legal entity.
- 1.3. SPORTFIVE undertakes to notify the Customer of Other Events and to act towards the organizer (rights holder) to ensure that the Customer - in the event of their application (intention to participate) - can use the Service at the Other Event as well, within the widest range of conditions specified in the Contract. When concluding the contract with the organizer of the Other Event, SPORTFIVE shall endeavour to establish terms and conditions that enable the Customer to use the Service, including against payment (in particular by purchasing an Entrance Ticket). The Customer accepts that in the case of Other Events, the organizer (rights holder) is entitled to decide on the possibility of using the Service and, accordingly, SPORTFIVE shall not be liable in the event of a refusal to allow participation in the Other Event for any reason whatsoever.
- 1.4. Customer is obliged to pay the Purchase Price in a lump sum by one of the following payment methods, depending on the method of conclusion of the contract:
 - a) box office with cash or debit card
 - b) Customer with a VIP ticket when purchasing electronically by credit card or transfer.

In case of purchase by electronic transfer, if the amount to be transferred does not arrive in the SPORTFIVE account within the time limit specified in the relevant invoice, the Customer is subsequently entitled to purchase only in person.

If in the Season Agreement the Parties agree to pay the Purchase Price in instalments and the Customer's delay in payment in respect of any instalment exceeds 14 (fourteen) days, all payments applicable to that Season, foreseeable at the time of delay its obligation shall be deemed to have expired and shall be fulfilled immediately in a lump sum.

- 1.5. If the scope of the Agreement is for several Seasons, the Customer acknowledges and agrees that the Purchase Price will be increased by 3% (three percent) in each Season without notice.
- 1.6. If the scope of the Contract is for more than one Season, SPORTFIVE shall be entitled to a higher fee increase than that specified in Section II.1.5 of the GTC for the upcoming Season. SPORTFIVE shall notify the Customer of the fee increase in writing by the 15th of March preceding the upcoming Season. The Customer may object in writing to the increase specified in this clause within 5 (five) calendar days of receipt of the notification. In the event of an objection, SPORTFIVE shall be entitled to terminate the Contract in writing within 15 (fifteen) days of receipt of the objection. The Customer acknowledges that if he does not object to the increase specified in this clause within the time limit specified in this point, the fee increase shall be deemed to be accepted by the Customer. The new Purchase Price will take effect on the first day of the upcoming Season. If the Customer objects to the increase in the fee, but SPORTFIVE does not exercise its right of termination, unless otherwise agreed by the Contracting Parties, the Purchase Price shall be increased by the rate specified in point II.1.5 of the GTC.

- 1.7. Without prejudice to the right of termination provided for in clause II.1.6 of the GTC, SPORTFIVE is entitled to refuse entry to the Arena of the Customer and its invited guests who are committing breach of the Customer's payment obligations in respect of any payment obligations under the Contract until the fulfillment of the obligation. In such a case, SPORTFIVE will notify the Customer in writing (including e-mail) of the refusal of entry and parking, all of which does not constitute a refusal of performance in accordance with Section 6:183 of the Civil Code as a legitimate reason.
- 1.8. In the event that the term of the Contract is extended for an indefinite period in accordance with section II.6.3 of these GTC, the Contracting Parties may conclude an agreement on the Purchase Price of the Season Ticket for the new Season by means of value adjustment instead of applying sections II.1.5. and II.1.6. of these GTC. In the cases referred to in this present section, the value of the Purchase Price shall be understood to be the value expressed in Hungarian forints. If the Parties are unable to reach an agreement in the course of the value adjustment, the Purchase Price of the Season Ticket shall be increased in accordance with section II.1.5 of the GTC.
- 1.9. The amount of the Purchase Price specified in the Contract includes the consideration for the Business Places and Entrance Tickets, the overhead costs incurred in connection with the operation of the premises, the costs of the final cleaning after the Event, the pre-agreed elements of the Arena's own furniture, as well as the one-time, pre-arranged room equipment, but does not include the fee for any additional services (audio and visual technology, event security, hostess service, catering service, request for extra furniture, CISCO Stadium Vision system, scoreboard use, football field use, stadium football field lighting).
- 1.10. Contrary to clauses I. 2.8 and I. 6.1 of the General Terms and Conditions, the Customer and their invited guests are entitled to enter the Arena from two (2) hours before the official start time of the Event until two (2) hours after the official closing time of the Event (from the official closing time) regardless, but at most until the date specified in the Government Decree) stay there, are obliged to leave the Arena two (2) hours after the official closing time of the Event (regardless of the official closing time, but no later than the time specified in the Government Decree).
- In the case specified in section I.8.6. of the GTC, SPORTFIVE shall be entitled, in addition to removing the Customer from the Arena, to refuse the Customer the use of the Sky Box for the next Event or Other Event, which shall not constitute a breach of the Contract by SPORTFIVE.

2. Priority right

- 2.1.SPORTFIVE may grant priority rights to the Customer contracting the Business Seat to use the Services related to certain Events.
- 2.2.SPORTFIVE informs the Customer who has contracted for a Business seat about the Events affected by the right of priority immediately after learning about the holding of the given Event, but no later than within 3 days. If the information or the Contract does not provide otherwise, the Customer who has contracted for a Business seat is entitled to notify his intention to use the Service within 10 days of receiving the information - if the time between the information and the Event is shorter, until the day before the Event. In case of exercising the right of priority, the Customer contracting the Business Seat is obliged to indicate the number of Entry Tickets to be purchased for the Event and to undertake the purchase of the Entry Tickets. The Customer contracting the Business Seat acknowledges that his right of priority is limited to the number of Business Seats

specified in the Contract. The Customer who contracts for a Business seat acknowledges that if he announces his intention to use the Service after the deadline, he is entitled to use the Service according to the general rules. The Purchaser who contracts for a Business seat is entitled to purchase an Entrance Ticket in addition to the number of Business seats specified in the Contract according to the general rules.

- 2.3. The Customer contracting the Business seat acknowledges that the priority You can only participate in a valid Entry Ticket. The Customer who has contracted for a Business seat is responsible to SPORTFIVE if, despite his commitment in point II.2.2 of the General Terms and Conditions, he does not purchase the Tickets and thereby causes damage to SPORTFIVE, thus, especially if SPORTFIVE was unable to sell the Entrance Tickets it agreed to purchase to another party, even with the care normally expected in the given situation.
- 2.4. The Ticket purchased under the right of priority entitles to the Sector Service as defined in the Contract, except that SPORTFIVE is entitled to sell Tickets for seats other than those included in the Contract to the Customer contracting the Business seat for.
- 2.5. If the Customer does not exercise its priority right within the time limit specified in Section II.2.2 of the GTC, SPORTFIVE shall be entitled to sell the Entry Tickets freely.

3. Placing a name or company logo

- 3.1. In the case specified in the Contract (related to certain Sectors), the Customer is entitled to display his name, name or corporate logo on the Business Seat specified in the Contract under the Contract. Customer shall indicate to SPORTFIVE his claim for the name, name or company logo by indicating the graphic element (s) to be displayed. The chosen name, name or logo - if it complies with the legal requirements, the Contract and the provisions of the GTC - will be placed by SPORTFIVE in the Business Seats specified in the Contract on the basis of the Customer's request. The Customer declares that he has the right to use and authorize the given name, name or logo.
- 3.2. Customer acknowledges that in the event of termination of the Agreement for any reason, SPORTFIVE shall terminate the name, name or logo without delay.

4. FTC Business Club Membership

- 4.1. Customer shall be entitled to become a member of the FTC Business Club in the event specified in the Contract. Accordingly, your logo appears in the official Customer List of the FTC Business Club, and the Customer's representative is invited to participate in business events organized by SPORTFIVE both on and off match days.

5. VIP party photography

- 5.1. In the VIP area - with the exception of Sky Boxes - VIP party photography is conducted, where Customer's picture can be taken with their prior consent. The pictures taken at the applicable Event can be accessed for 72 hours after the match day by scanning the QR code on the card provided by the hostess. The Customer acknowledges that any unauthorized use of the images uploaded to the platform accessible via the QR code and depicting persons other than the person in question is prohibited and may result in civil and criminal legal consequences. If the Customer does not consent to having their picture taken, they must inform the person in charge who is present on the site in advance.

6. Duration and termination of the Contract

- 6.1. The Contract is concluded for the period indicated therein, for a specified number of Seasons or for a specified number of Events or for entry into the Fradi Museum.
- 6.2. If the Contracting Parties have concluded a Contract for a fixed term (i.e. for one or more Seasons), they mutually exclude the possibility of terminating the Contract by ordinary notice.
- 6.3. Unless otherwise agreed in the Contract or by the Parties, or in the absence of written notice of termination by either Party, the duration of the Contract shall be extended indefinitely upon the expiry of the fixed term.
- 6.4. If the Contracting Parties have concluded a Contract for one or more Events or Other Events, or for admission to the Fradi Museum, ordinary termination of the Contract is excluded.
- 6.5. Contract on the part of the Customer is considered to be in particular a serious violation of the House Rules, as well as the non-fulfilment or late payment of the Purchase Price payable in whole or in part in accordance with the terms of the Contract, if the Customer does not fulfill it within the maximum 15 (fifteen) day additional deadline set therein, despite the written notice. If SPORTFIVE applies immediate termination in the event of a serious breach of contract by the Customer, the Customer is obliged to pay a penalty, the amount of which is 100% of the outstanding gross Purchase Price according to the Contract.
- 6.6. Termination of the Contract shall only be valid if made in writing, signed by the Party's legal representative or by their representative authorized in writing in a private document/official document with full legal effect. The Contract can only be amended in writing, by mutual agreement of the Parties.
- 6.7. In the event of termination of the Contract for any reason prior to the end of the respective contractual term, the Customer shall immediately return all their Entrance Tickets and parking permits not covered by the Purchase Price, and SPORTFIVE shall be entitled to cancel these Entrance Tickets and parking permits with effect from the date of termination of the Contract.

7. Confidentiality

- 7.1. The Contracting Parties are obliged to keep all economic and other data, facts and information concerning the other party that they have come to know in connection with the Contract as business secrets; this obligation is incumbent on the Contracting Parties even after the termination of the legal relationship. The exemption from confidentiality may be granted only by the authorized representative of the other Party. Any damage caused to the other party or to third parties in breach of this obligation shall be compensated by the confidential party. The Contracting Parties shall act with mutual respect for each other and shall, for the duration of the Treaty, refrain from any conduct or statement which impairs or may harm the reputation of the other Party, in particular where such conduct would adversely affect the interests of football sport.
- 7.2. The Customer may provide information to the press regarding the Contract and other information concerning SportFive and/or Arena only with the prior and written consent of the Director of SPORTFIVE. In case of breach of this obligation, Customer is obliged to pay SPORTFIVE a penalty equal to the amount of the gross Purchase Price specified in the relevant provision of the Contract within 8 (eight) days, and SPORTFIVE shall also be entitled to reimbursement of verified damages in excess of the penalty demand from Customer.
- 7.3. A breach of any of the provisions of points II.6.1 and II.6.2 of the GTC shall be considered a serious breach of contract, in which case the Party suffering the infringement shall be entitled to terminate the Contract with immediate effect.

8. Contact

- 8.1. The Contracting Parties shall establish in the Treaty who are the persons designated by the Contracting Parties to communicate.
- 8.2. The Contracting Parties agree that the declarations contained in the Contract and the General Terms and Conditions can only be considered effectively communicated in writing (including e-mail). The provisions of the General Terms and Conditions regarding delivery are also applicable when making legal declarations.
- 8.3. The Contracting Parties are obliged to send all official notices or other communications contained in the Contract or related to it in writing to the other Party, which in the case of a shipment sent by post shall be considered as delivered, if it is handed over to the addressee in person or sent by post as registered mail and the delivery receipt from the addressee is proof of receipt, or „recipient moved to an unknown location”, it is returned with „recipient unknown”, „recipient moved” and „address insufficient” as well as „not searched for”. The Contracting Parties also accept the transmission of official notifications or other communications by fax or electronic means (e-mail). In case of dispute, the date of delivery
- 8.3.1. in the case of personal delivery, the date of receipt
 - 8.3.2. in the case of transmission by fax or e-mail, the date of sending
 - 8.3.3. in case of successful postal delivery, the day of delivery
 - 8.3.4. in case of ineffective postal delivery, the 5th day after receiving the postal notification confirming the ineffectiveness
- 8.4. The Contracting Parties are obliged to notify the other party of any changes in their data (especially the party’s address, bank account number, tax number) or that affect the contact person immediately after the change. The defaulting Party is responsible for all verifiable damages resulting from the failure or delayed fulfillment of this notification obligation.

9. Different rules for consumers

- 9.1. If the Customer qualifies as a Consumer, the provisions of the General Terms and Conditions must be applied with the deviations contained in this point.
- 9.2. In the absence of the confirmation provided for in the General Terms and Conditions, the Contract shall not be concluded in the case of a Customer who is considered a Consumer, unless the Contracting Parties begin the performance of the Contract.
- 9.3. In the event of a price increase as set out in the relevant clauses of the General Terms and Conditions, the Customer who is considered a Consumer has the right to withdraw from the Contract in writing for the next Season within 15 days from the date of receipt of the notification of the price increase.
- 9.4. Contrary to the relevant point of the General Terms and Conditions, the Customer who is considered a Consumer may terminate the Contract concluded for one or more Seasons by giving notice no later than May 31st before the end of the Season.
- 9.5. Contrary to the relevant point of the General Terms and Conditions, the Customer who is considered a Consumer has the right to withdraw from the Contract or terminate the Contract within 15 (fifteen) days from the date of entry into force of a unilateral amendment to the General Terms and

Conditions or its Appendices.

- 9.6. SPORTFIVE informs the Customer that, on the basis of Article 29 (1) point 1) of Government Decree 45/2014 (II. 26) on the detailed rules of contracts between the consumer and the company, he is not entitled to the right of withdrawal from the Contract without giving reasons.
- 9.7. SPORTFIVE informs the Customer that it is not obliged to provide a warranty in relation to the Service.
- 9.8. SPORTFIVE informs the Customer that it is not subject to a code of conduct.
- 9.9. SPORTFIVE informs the Customer that in the event of a consumer complaint, the Consumer is entitled to initiate the procedure of the competent conciliation body. SPORTFIVE informs the Customer that it does not obligatorily submit to the recommendation of the conciliation board. Competent conciliation body according to the seat of SPORTFIVE: Budapest Conciliation Board (headquarters: 1016 Budapest, Krisztina körút 99, III floor 310; mailing address: 1253 Budapest, Pf.:10).
- 9.10. SPORTFIVE informs the Customer that in the event of a consumer complaint, he can initiate an online dispute resolution procedure at the following link:
- 9.11. <https://webgate.ec.europa.eu/odr/main/?event=main.home.show&lng=HU>
- 9.12. Contrary to the relevant point of the General Terms and Conditions, the Contracting Parties agree that, in the case of a Customer who is considered a Consumer, all legal disputes arising from the Contract - in the event of failure of negotiation - will be subject to the procedure of a court with jurisdiction and jurisdiction over the legal dispute in accordance with the current law on civil procedure.

10. Terms and conditions for custom design and implementation of a Sky Box

10.1. The Customer shall be entitled to choose the equipment and the interior design of their Sky Box pursuant to their Contract. The individual configuration (equipment) of the Sky Box can be implemented by the Customer themselves. SPORTFIVE shall be obliged to provide in advance all relevant information regarding the technical parameters of the Sky Box room and the basic requirements for the provision of the catering service, in particular with regard to the possibility of connecting electricity and water and the space requirements for table setting and preparation. If the Customer is to implement its own installation, they are obliged to report to SPORTFIVE and to present the plans to SPORTFIVE in advance for approval, in particular for technical compliance. SPORTFIVE shall be entitled to refuse the design proposed by the customer if it is technically unsatisfactory or if it would jeopardise the proper and orderly operation of the Arena. If the Customer undertakes to implement the installation of the Sky Box themselves, SPORTFIVE shall be obliged to let the Customer into the Arena at a time and in a manner agreed by the Contracting Parties, while the Customer shall comply with the relevant internal regulations of the Arena (in particular fire and safety regulations and the House Rules) and protect the Arena's premises (walkways, lifts) used as necessary. The Customer is entitled to modify their equipment at any time, subject to the same rules, and is also entitled to have any defects fixed without the need for SPORTFIVE's prior approval, but only if SPORTFIVE is informed, provided that the repair does not result in a difference to what has already been approved and does not affect systems outside the Sky Box. SPORTFIVE shall be entitled to inspect the construction work and to raise objections if the construction deviates from what was previously agreed. If the Customer fails to comply with the applicable procedures for the design even after written notice from SPORTFIVE, SPORTFIVE shall be entitled to prevent access to the Sky Box, to require the Customer to fix the deficiencies or to have the deficiencies repaired at the Customer's expense.

If the Customer has completed the work relating to the construction of the Sky Box, it shall provide SPORTFIVE with the technical documentation relating to the transformation, and, if necessary, official certificates and permits. The handover of such documentation shall be a prerequisite for the appropriate use of the Sky Box, and SPORTFIVE may refuse the Customer the use of the Sky Box until such handover has taken place. Failure to provide the documentation may result in the Customer being obliged to restore the Skybox to its original condition at Customer's own expense.

10.2. The Customer is liable for any damage resulting from the Customer's individual design (e.g. due to a water leakage caused by an improperly connected water pipe), in which case the Customer is obliged to fully compensate the Arena for the damage. The Customer shall also be liable for any damage to the Sky Box (and any part thereof) resulting from the improper use of the Sky Box, if caused by the Customer, the Customer's invited guests or any other person acting on behalf of the Customer. In the event of damage requiring immediate remedial action (e.g. fire, leakage), SPORTFIVE shall be entitled to enter the Sky Box and to immediately commence the necessary remedial measures, even if this involves damage to the Customer's equipment in the Sky Box. SPORTFIVE shall not be liable for any damage caused to the equipment in the Sky Box in such cases. SPORTFIVE shall immediately notify the Customer of any such damage.

10.3. If the design of the Sky Box is implemented by SPORTFIVE, the design, its terms and conditions and fee shall be subject to a separate agreement between SPORTFIVE and the Customer.

10.4. The one-off production and installation costs of the corporate logo are included in the Purchase Price as set out below:

- logo next to the entrance door of the Sky Box: 40 cm x 35 cm engraved glass plate;
- advertising space facing the court on the railing of the Sky Box seats: 70 cm x 400 cm painted or decaled metal sheet;
- inclusion of the logo on the roll-up display featuring the Sky Box partners.

The one-off production will be based on the logo provided by the Customer. During the term of the Contract, the Customer is entitled to change and replace the logo at any time at its own expense. If the Customer notifies SPORTFIVE by 6:00 p.m. on the business day prior to the event in question about a loss, damage or deterioration of the logo in or on the Sky Box, SPORTFIVE agrees to ensure that the Customer's contractually agreed logo display is restored in perfect condition two (2) hours prior to the event.

10.5. SPORTFIVE shall only be liable for defects or damage to the Sky Box and its equipment or objects brought into the Sky Box if it can be proven that such defects or damage were caused by SPORTFIVE's employees or third parties (agents, subcontractors) acting on its behalf intentionally or with gross negligence. Where SPORTFIVE has acted with slight negligence, its liability may not exceed HUF 300,000 per case and this conduct shall not be considered a material breach of contract in relation to the performance of the contract. In view of the above, SPORTFIVE shall not take out any insurance with respect to the items brought into the Sky Box by the Customer.

10.6. Deviating rules of procedure applicable upon termination of the Sky Box rental

10.6.1. The Customer shall hand over the Sky Box to SPORTFIVE in a condition emptied of all movable property, free of defects and cleaned until the termination of the Contract. The cleaned condition shall include painting the walls (to the original white colour) and cleaning the tiles/carpets. Customer shall hand over the Sky Box with the original flooring (Vynil floor) to SPORTFIVE by the date specified in clause 10.6.2. The condition of the Sky Box being emptied of all its movables shall mean that the Customer shall, upon termination of the Contract for any reason, disassemble and remove at its own expense any fixtures, fittings, advertising and other items.

10.6.3. If the Customer is late in fulfilling their obligation to empty and clean the Sky Box and fails to do so by the end of the grace period set by SPORTFIVE, SPORTFIVE shall be entitled to carry out the emptying and cleaning of the Sky Box at the Customer's expense and shall be entitled to charge the Customer for any costs and consequential damages incurred as a result of the delay in removal.

III. OTHER PROVISIONS

1. Pursuant to § 6:209 of the Civil Code, the Customer irrevocably consents in advance to SPORTFIVE's right to transfer the Contract to the persons specified in § 8:2 of the Civil Code and to transfer to such persons his rights and the obligations of Customer as specified in the Contract. For the purposes of this present Chapter III, the term Customer shall also include a legal person.

2. The Customer is entitled to transfer his rights and obligations arising from the Contract to a third party only in the case specified in the relevant point of these GTC, with the prior consent of SPORTFIVE.

3. SPORTFIVE informs the Customer that it is not subject to a code of conduct.

4. In case of invalidity of any provision of the Contract and/or these GTC, the Contracting Parties shall - after consultation - try to replace the invalid part with a valid provision by mutual agreement. The Contracting Parties undertake to mutually undertake to negotiate with each other regarding the replacement of the invalid part in such a case, and in doing so attempt to find a new provision that best meets the objectives of the Contract and the will of the Contracting Parties to enter into a contract.

5. The legal relationship of the Contracting Parties is also subject to the prohibition of implied waiver of rights, which means that if at any time, either party is unable to oblige the other party to strictly comply with a contractual obligation contained in the Contract and/or these GTC, it does not mean a waiver of the fact that the contractual behavior will later be enforced. The prohibition of tacit waiver of rights also extends to the fact that if a provision is violated by a party and the other party does not take immediate action against it, this does not mean that the innocent party would thereby give consent to the provision being repeatedly violated by the other party later on.

6. If a dispute arises between the Contracting Parties regarding any issue contained in the Contract and/or these GTC, the Contracting Parties are obliged to attempt to resolve the dispute amicably. To this end, any party may initiate a consultation in order to enforce one of its claims contained in the Contract and/or these GTC. If the negotiation does not lead to a result, the party initiating the negotiation is entitled to assert its claim through civil litigation or non-litigation, or through other means provided by law. If the negotiation does not lead to a result, the party initiating the negotiation is entitled to assert its claim through civil litigation or non-litigation, or through other means provided by law.

7. Handling complaints

Customer can lodge a complaint with SPORTFIVE regarding the conduct, activity or omission of SPORTFIVE directly related to the service provided by SPORTFIVE.

Customer can lodge their complaint both verbally and in writing.

Customer can submit consumer complaints about SPORTFIVE's activities primarily directly via the contact details set out above.

7.1. Complaints made verbally

SPORTFIVE shall promptly investigate and, if it has the opportunity to do so, remedy any verbal complaint communicated over the telephone. If the Customer does not agree with the handling of the complaint or if it is not possible to investigate the complaint immediately, SPORTFIVE shall make a protocol about the complaint.

In the case of a verbal complaint communicated by telephone or other electronic communication media, SPORTFIVE will send a copy of the protocol to the Customer together with the relevant reply at the latest – no later than 30 days after receiving such information

SPORTFIVE must keep a copy of the protocol of the complaint for three years from the date of the complaint and present it to the supervisory authorities.

Complaints recorded by telephone or other means of communication will be given a unique ID by SPORTFIVE, which will facilitate the subsequent tracing of the complaint.

In other respects, SPORTFIVE will follow the same rules as for written complaints when processing a verbal complaint.

7.2. Complaints made in writing

SPORTFIVE shall respond to complaints received in writing within 30 days and shall make arrangements to communicate its response.

If the complaint is rejected, SPORTFIVE will inform the Customer of the reasons for the rejection. If the complaint is rejected, SPORTFIVE shall inform the customer in writing of the authority or of the conciliation body to which the customer may refer the complaint, depending on its nature. The information shall also include the head office, telephone and internet contact details and postal address of the competent authority or conciliation body according to the place of residence or stay of the Customer. The information shall also include whether SPORTFIVE intends to use the conciliation board procedure to settle the consumer dispute.

8. Other legal remedies

If a consumer dispute that may exist between SPORTFIVE and the Customer is not resolved in the course of negotiations with SPORTFIVE, the Customer, who qualifies as a consumer, may apply to the conciliation body having jurisdiction over their place of residence or stay and initiate action by the body, with the following legal remedies available to the Customer:

- conciliation board procedure
- lodging a complaint with the consumer protection authority
- settlement of disputes through the online dispute resolution platform of the EU
- initiation of court proceedings

Details:

8.1.1. Lodging a complaint with the consumer protection authority

If Customer believes that their consumer rights have been infringed, they can complain at the consumer protection authority having jurisdiction in their place of residence. Once the complaint has been examined, the authority will decide whether to pursue a consumer protection procedure. The consumer protection authority will act on request or on its own initiative to investigate SPORTFIVE's market conduct from a consumer protection point of

view. However, the individual case will be dealt with by the conciliation board, i.e. the consumer protection authority will refer the applicant's case to the conciliation board.

8.1.2. Settlement of disputes through the online dispute resolution platform of the EU
<https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.show&lng=HU>

In the event of a consumer dispute related to an online sales contract, consumers can settle their online purchase-related disputes, including cross-border disputes, electronically by submitting an electronic complaint through the online platform available via the link above.

To do so, consumers simply register on the online platform available at the link above, fill in a request form and send it electronically to the conciliation body via the platform. This makes it easy for consumers to enforce their rights, irrespective of distance.

Government offices have been designated as general consumer protection authorities by the applicable legal regulations. Contact details of the government offices:
<https://www.kormanyhivatal.hu/hu/elerhetosegek>

9. Initiation of a conciliation board procedure

Contact details of conciliation boards:
<http://www.bekeltetes.hu/index.php?id=testuletek>

If SPORTFIVE rejects the complaint of the Customer who qualifies as a consumer, the Customer is entitled to apply to the competent conciliation board according to their place of residence or stay or the conciliation board designated by the Customer in the application. In order to initiate the procedure of the conciliation board, the consumer must attempt to settle the dispute directly with SPORTFIVE.

Unless the consumer requests a personal hearing, the conciliation board shall hold the hearing online, without the presence of the consumer in person, by means of an electronic device that simultaneously transmits sound and images (hereinafter referred to as „online hearing”).

SPORTFIVE is under a duty of cooperation in the conciliation procedure, which means that the company is obliged to send its reply to the conciliation board within the time limit set by the conciliation board.

With the exception of the application of Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC, the company must provide for the participation of a person authorized to negotiate a settlement at the hearing. The representative of the company authorized to conclude a settlement agreement must attend the online hearing online. If the consumer requests a personal interview, the representative of the company authorized to negotiate a settlement must attend the interview at least online.

The Conciliation Board will issue a decision to impose an obligation if the company has not made a declaration of submission, but the application is well-founded and the consumer's claim - both in the application and at the time of the decision to impose an obligation - does not exceed HUF 200,000!

This means that if the company fails to comply with the decision of the conciliation board within the time limit, the consumer can ask the court to attach an enforcement clause to the decision of the conciliation board.

In the case of a decision with an enforcement clause, the costs of the procedure are entirely borne by the company, whereas if the consumer's request is rejected, the parties bear their own costs, i.e. the consumer does not have to reimburse the company's costs under any circumstances.

More information on the Conciliation Boards is available here: <https://www.bekeltetes.hu>

According to the Consumer Protection Act, a consumer in the context of the Conciliation Board procedure can be a civil organisation, religious legal person, condominium, housing association acting for purposes outside its independent profession and scope of economic activity, which buys, orders, receives, uses, makes use of goods or is the recipient of commercial communication or offer related to goods.

The Conciliation Board is entitled to verify and investigate the compliance with consumer status. The rules of the procedure are governed by the rules set out under the rules of the Conciliation Board.

Contact details for each territorially competent Conciliation Board:

The contact details for each territorially competent Conciliation Board are specified in Appendix No. 3 of this present GTC:

If any of the contact details have changed, please consult the following link for the latest contact details: <http://www.bekeltetes.hu/index.php?id=testuletek>

9.1. Initiation of court proceedings

If the Customer does not turn to a conciliation board or the procedure has not led to a result, the Customer has the right to turn to court in civil proceedings in order to settle the dispute in accordance with the provisions of Act No. V of 2013 on the Civil Code and Act No. CXXX of 2016 on the Code of Civil Procedure. The legal action must be filed by means of a statement of claim. The statement of claim must be accompanied by all documents and copies of documents, the contents of which are cited as evidence by the Customer.

The statement of claim must include the following information:

- the competent court;
- the name, the place of residence and the status of the parties and their representatives;
- the right sought to be asserted, stating the facts on which it is based and the evidence in support of those facts;
- the particulars from which the jurisdiction and competence of the court may be derived;
- a definitive request for a decision of the court.

10. SPORTFIVE informs the Customer who qualifies as a Consumer that it will not accept the recommendation of the conciliation board in a binding manner.

11. If an Event has been cancelled (or certain Events have been cancelled) or Event(s) have been held with the exclusion of spectators or with a restriction on the number of spectators (where the Customer therefore did not attend the Event(s)) and the Customer has previously paid the relevant Season Ticket Price, the Contracting Parties may agree on the scope of compensation for the Customer's subsequent purchase of Season Tickets due to the cancelled Event(s) on the basis of a value reconciliation, whereby, unless otherwise agreed by the Contracting Parties, the Purchase Price of the previously purchased and the newly purchased Season Ticket shall be deemed to be of equal value. In the cases described in this Clause, the value of the Purchase Price shall be understood to be the value expressed in Hungarian forints.

12. The Contracting Parties declare that in matters not regulated in the Contract and/or in these GTC, they shall regard the provisions of the Civil Code, the Sports Act and

other applicable Hungarian legal regulations governing the legal relationship of the Contracting Parties to be applicable.

13. In the event of any discrepancy between the provisions of the GTC and other provisions of the Contract, the legal relationship between the Contracting Parties shall be governed primarily by the provisions of the Contract.

14. With the conclusion of the Contract, any agreement previously concluded by the Contracting Parties in any form shall lose its effect, and their legal relationship shall be governed solely by the rules of the Contract and these GTC.

15. SPORTFIVE shall be entitled to modify the GTC unilaterally. SPORTFIVE shall notify the Customer (or a specific group of Customers) of any subsequent modification of the GTC with a less favourable content for the Customer (or a specific group of Customers) by electronic means at least 15 (fifteen) days before the modification comes into force. If the amendment to the GTC does not contain a provision that is less favourable to the Customer, the Customer shall not be informed directly, but SPORTFIVE shall publish a notice of the amendment on its website (www.groupamaarena.com) at least 15 (fifteen) days before the amendment comes into force. The holder of the operating right (SPORTFIVE) shall be entitled, in exceptional circumstances, to adopt specific, special provisions that differ from those contained in these GTC, which shall enter into force upon publication on the website.

16. The modification of the GTC and its appendices shall apply to the Contract already in force as of its entry into force. The Customer shall be entitled to withdraw from or terminate the Contract within 15 (fifteen) days of the unilateral modification of the GTC or its appendices coming into force. If Customer does not exercise its right of withdrawal or termination against the modification, the modification shall be deemed to have been accepted by the Customer.

17. SPORTFIVE informs the Customer that in the event of a consumer complaint, he can initiate an online dispute resolution procedure at the following link:

<https://webgate.ec.europa.eu/odr/main/?event=main.home.show&lng=HU>

18. If an Event has been canceled (or some Events have been cancelled), or the Event(s) has been organized with the exclusion of spectators or a limitation of the number of spectators (as if the Customer did not participate in the Event(s) for this reason), and the Purchaser has previously paid the Purchase Price of the relevant Pass, the Contracting Parties may agree on compensation for the missed Event(s) during the Purchaser's new Pass purchase on the basis of a value negotiation, during which - in the absence of a different agreement by the Contracting Parties - the Purchase Price of the previously purchased Pass and the newly purchased Pass must be considered to be of equal value. In the cases described in this section, the value of the Purchase Price should be understood as the value expressed in Hungarian forints.

19. The contracting parties declare that in matters not regulated in the Contract and/or these GTC, the provisions of the Civil Code, the Sport tv., and other applicable Hungarian legislation regarding the legal relationship of the Contracting Parties are considered to be the governing law.

20. If the provisions of the General Terms and Conditions and other provisions of the Contract differ from each other, the legal relationship between the Contracting Parties shall primarily be governed by the provisions contained in the Contract.

21. With the conclusion of the Agreement, any previously concluded agreement of the Contracting Parties in any form shall cease to have effect, and their legal relationship shall be governed solely by the rules of the Agreement and these General Terms and Conditions.

22. SPORTFIVE is entitled to unilaterally amend the General Terms and Conditions. SPORTFIVE is obliged to publish a notice of the amendment to the General Terms and Conditions on the Website at least 15 (fifteen) days before the amendment takes effect.

The holder of the right to operate (SPORTFIVE) is entitled, in exceptional circumstances, to make unique, special provisions different from those contained in these General Terms and Conditions, which amendment shall enter into force upon publication on the website.

23. The amendment of the General Terms and Conditions and its Appendices shall also apply to the Contract already in force as of its entry into force. The amendment of the General Terms and Conditions and its Appendices shall also apply to the Contract already in force as of its entry into force. In the event that the Customer exercises his right of withdrawal or termination against the amendment, the amendment shall be considered accepted by the Customer.

Budapest, 19th September, 2024

SPORTFIVE HUNGARY Kft.

András Igaz, managing director

Appendix 1: The services belonging to each sector

The services belonging to each sector

I. 1899 - TELEKOM LOUNGE SECTOR

Tickets for the following Events in the Season:

- all OTP Bank Liga matches
- all Hungarian Cup matches (except Hungarian Cup final) Priority right in the VIP Gold category for the following Events:

- Champions League matches (taking UEFA/MLSZ regulations into account)
- Europa League matches (taking UEFA/MLSZ regulations into account)
- Hungarian Cup Final (if the venue is the Arena, taking into account MLSZ regulations)
- Friendly matches
- Hungarian national team matches (taking UEFA/MLSZ regulations into account)
- other Events (if SPORTFIVE is the organizer/rights holder)

Content of the Service:

A. Ticket for the event

- entry to the area of the MVM Gold sector and the exclusive 1899 - Telekom Lounge sector created here for the number of Tickets specified in the Agreement
- entry to the Skybox level
- named Business seats in the VIP sector in the number specified in the contract
- the number of parking spaces established in the Agreement

B. Hospitality services

- available from 2 (two) hours before kick-off (other starting time) until one hour after the end of the Event (regardless of the official closing time, but up to the time specified in the Government Decree)
- food and drink selection: high-quality hospitality with quality food, choice from a limited menu (appetizers, soups, main courses and desserts until the start of the match, half-time snack during the break), snacks (popcorn, salty seeds), quality alcoholic and non-alcoholic drinks

C. FTC Business Club membership for the Customer

Breakdown of the Purchase Price

- A. Ticket for the event: 80%
- B. Hospitality services: 20%

II.MVM GOLD SECTOR

Tickets for the following Events in the Season:

- all OTP Bank Liga matches
- all Hungarian Cup matches (except Hungarian Cup

final) Priority right in the VIP Gold category for the following Events:

- Champions League matches (taking UEFA/MLSZ regulations into account)
- Europa League matches (taking UEFA/MLSZ regulations into account)
- Hungarian Cup Final (if the venue is the Arena, taking into account MLSZ regulations)
- Friendly matches
- Hungarian national team matches (taking UEFA/MLSZ regulations into account)
- other Events (if SPORTFIVE is the organizer/rights holder)

Content of the Service:

A. Ticket for the event

- entry to the territory of the MVMGold sector in the number of Tickets specified in the Agreement
- Business seats in the middle of the VIP sector
- the number of parking spaces stipulated in the contract

B. Hospitality services

- available from 2 (two) hours before kick-off (other starting time) until one hour after the end of the Event (regardless of the official closing time, but up to the time specified in the Government Decree)
- food and drink selection: free choice, high quality catering - buffet solution with quality food (appetizers, salads, main courses and desserts until the start of the match, mid-term snack during the break), snacks (popcorn, savory seeds), spirits and Non-alcoholic beverages

C. FTC Business Club membership for the Customer

Breakdown of the Purchase Price

- A. Ticket for the event: 80%
- B. Hospitality services: 20%

III. TELEKOM SECTOR

Tickets for the following Events in the Season:

- all OTP Bank Liga matches
- all Hungarian Cup matches (except Hungarian Cup final) Priority right in VIP Bronze category for the following Events:
 - Champions League matches (taking UEFA/MLSZ regulations into account)
 - Europa League matches (taking UEFA/MLSZ regulations into account)
 - Hungarian Cup Final (if the venue is the Groupama Arena, taking into account MLSZ regulations)
 - Friendly matches
 - Hungarian national team matches (taking UEFA/MLSZ regulations into account)
 - other Events (if SPORTFIVE is the rightholder)

Content of the Service:

A. Event Entrance Ticket

- entry to the territory of the Telekom Sector through the Bronze Left VIP entrance in the number of tickets stipulated in the Contract
- Business seats on the left side of the VIP sector
- number of parking spaces provided for in the Treaty

B. Hospitality

- available 2 (two) hours before the kickoff (other start time) until one hour after the end of the event (regardless of the official closing time, however, up to the date specified in the Government Decree)
- food and beverage selection: free choice, buffet solution with quality food (snacks, main courses), non-alcoholic drinks in self-service system, beer and non-alcoholic beer at designated counters

C. FTC Business Club membership for the Customer

Breakdown of the Purchase Price

A. Entrance ticket for the event: 75%

B. Hospitality services: 25%

IV. VVK Sector

Tickets for the following Events in the Season:

- all OTP Bank League matches
- all Hungarian Cup matches (except Hungarian Cup Final)

Content of the Service:

A. Event Entrance Ticket

- entry to the territory of the VVK sector through the Bronze Right VIP entrance in the number of Entrance Tickets stipulated in the Treaty
- Business seats on the right side of the VIP Sector

B. Hospitality services

- paid buffet service exclusively for guests of the VVK sector

Breakdown of the Purchase Price

- A. Entrance ticket for the event: 100%

Definitions**GTC „B” regarding handball matches****Handball Arenas**

mean the arenas named Elek Gyula Aréna (1101 Budapest, Kőbányai út 47/A), Érd Aréna (2030 Érd, Velencei út 39-41.) and MVM Dome (1098 Budapest, Üllői út 131.)

GTC

means this document, which contains the general terms and conditions governing the legal relationship between SPORTFIVE as seller and the Customer as customer

Entrance Ticket

means the document issued electronically or on paper by SPORTFIVE or its authorized agent entitling the holder to access the Event indicated on the Entrance Ticket

Season Ticket

means a document (plastic card) entitling the holder to receive Entrance Ticket(s) for the Event(s) held during the Season within the framework of one or more championships as defined in the Contract or - in the absence of a document - the possibility of receiving the respective Entrance Tickets

Consumer

means a natural person acting outside the scope of his profession, independent occupation or business activity

FTC Zrt.

stands for FTC Football Private Limited Company (seat: H-1091 Budapest, Üllői út 129.)

FTC

stands for the sports club Ferencvárosi Torna Club. (seat: 1091 Budapest, Üllői út 129.)

FTC Kézilabdásport Nonprofit Kft.

stands for FTC Handball Non-profit Private Limited Company (seat: 1091 Budapest, Üllői út 129.)

Course Rules

means the Handball Arena Course Rules available on the Website and on site at the Arenas.

House Rules

means the house rules available on site at the respective Handball Arenas.

Website

means the website <http://www.meccsjegy.fradi.hu> together with its subpages. The Website is operated by Magyar Telekom DataPlex server house (Magyar Telekom Nyrt., 1013 Budapest, Krisztina krt. 55., postal address: 1541 Budapest, tel.: +36-1- 458-000, fax: +36-1-458-7176, www.telekom.hu).

MKSZ

stands for Hungarian Handball Association

Civil Code

means Act No. V of 2013 on the Civil Code

Event

means the Champions League match or Europa League match, Friendly match, Hungarian Cup match, Hungarian national team match or K&H League match held at the Handball Arenas

Other Events

means any event taking place in the Handball Arenas, but not organized by FTC Kézilabdásport Nonprofit Kft as organizer

(rights holder).

SPORTFIVE	stands for SPORTFIVE Hungary Private Limited Company (seat: 1091 Budapest, Üllői út 129., registry court: Registry Court of the Metropolitan Court of Budapest, company registration number: 01-09- 187952, tax number: 24892814-2-43, phone number +36-1-455 2300: e-mail address: stadion@groupamaarena.com)
Sports Act	means the Act No. I. of 2004 on Sports
Sector	means the sector or sectors of a specific category separated within the Handball Arenas, regardless of their current name and design
Organizer	represents the organizer of a sports event under the Sport Act
Contract	means the Contract between SPORTFIVE as the seller and the Customer as the customer regarding the Season Tickets or Entrance Tickets selected by the Customer
Contracting Parties	means SPORTFIVE and the Customer(s)
Season	means a period of one year from 1 July of the calendar year to 30 June of the following calendar year
Fan Card	a card with a photo, suitable for identification and entitling the holder to discounts, issued by FTC Zrt. on behalf of the organizer FTC Handball Non-profit Private Limited Company pursuant to section (1) of § 72/A of the Sports Act
Business seat (s)	means the seat(s) in the VIP sector
Customer	means the natural person concluding the Contract with SPORTFIVE as the seller, to whom the Entrance Ticket is transferred after the conclusion of the Contract in accordance with the provisions of these General Terms and Conditions
Purchase Price	means the price to be paid by the Customer for the Entrance Tickets or Season Tickets specified in the Contract

I. GENERAL RULES

1. Subject of the Contract

1.1. On the basis of the Contract, SPORTFIVE shall sell to the Customer the number of Season Tickets or Entrance Tickets for the handball matches to be held in the Elek Gyula Arena/Érd Arena/MVM Dome (hereinafter collectively referred to as the „Handball Arenas”) as specified in the Contract, while the Customer shall pay the Purchase Price specified in the Contract and accept the Season Ticket(s) or Entrance Ticket(s).

1.2. SPORTFIVE declares that - under the contract between the organizer FTC Kézilabdaspport Nonprofit Kft. and SPORTFIVE, SPORTFIVE is entitled to sell Season Tickets and Entrance Tickets without any restrictions and to conclude the Contract.

2. Common rules for purchasing tickets

2.1. The Customer can purchase Entrance Tickets or Season Tickets electronically or in person. The Customer shall be fully responsible for the accuracy and completeness of the data provided by them when purchasing an Entrance Ticket or a Season Ticket. The detailed data processing regulations are specified in the Data Processing Policy for Ticket Sales, which is accessible at www.fradi.hu. In the case of electronic purchases, by using the Website, and by expressing their intention to purchase an Entrance Ticket or a Season Ticket when acting in person, the Customer accepts the provisions of these GTC as binding upon them.

2.2. If there are grounds for exclusion as defined in the Sports Act and other legal regulations, SPORTFIVE shall be entitled to unilaterally refuse to conclude the Contract prior to the conclusion of the Contract and to unilaterally refuse to implement the Contract after the conclusion of the Contract and to withdraw from the Contract with immediate effect, if the Contract is concluded. Customer shall compensate SPORTFIVE for all damages and costs incurred by SPORTFIVE as a result of the circumstances giving rise to the exercise of the right of withdrawal as specified in this section and as a result of the exercise of the right of withdrawal.

2.3. The Purchase Price is usually quoted in Hungarian Forints and includes the amount of Value Added Tax (VAT). The Customer is obliged to pay the Purchase Price in one lump sum by one of the payment methods (cash, credit card), depending on the method of contracting. SPORTFIVE reserves the right to modify the Purchase Price prior to the conclusion of the Contract, without retroactive effect, and to offer discounts and other promotions.

2.4. Season Tickets and Entrance Tickets are issued to the Customer in their name, i.e. their transfer to a third party can only take place in person as follows:

- 2.4.1. At the registration and ticket office of FTC MVM Sports Center in Kismartoni út during opening hours (1101 Budapest, Kismartoni út 4.) - for Season Tickets from 10 August 2023, and for Entrance Tickets from 25 August 2023.
- 2.4.2. At the ticket office of Érd Arena (2030 Érd, Velencei út 39-41.) on the day of Champions League matches during opening hours - only for Entrance Tickets.

A Season Ticket or Entrance Ticket transferred in violation of section 2.4. is considered invalid without specific action by SPORTFIVE and does not entitle the holder to access the Event.

2.5. If the Event is cancelled for any reason, or if it is held with the exclusion of spectators or with a limitation of the number of spectators, SPORTFIVE shall be entitled to unilaterally withdraw from the Contract with immediate effect, stating the reason for withdrawal. SPORTFIVE shall exercise its right of withdrawal by means of a notice published on the Website. In the event of SPORTFIVE exercising its right of withdrawal under this section, SPORTFIVE shall reimburse the Customer the value of the Entrance Ticket within three working days.

2.6. If the Event was suspended, the Entrance Ticket shall be valid for the repeated Event.

2.7. SPORTFIVE shall be entitled to sell Entrance Tickets for a weekend round set by MKSZ in the preliminary competition calendar even if MKSZ has not yet specified the exact date and/or start time of the Event in question, only the Saturday or Sunday on which the Event will take place. In such a case, SPORTFIVE shall indicate on the Entrance Ticket purchased the date of both the relevant Saturday and the relevant Sunday, and shall not be obliged to indicate the exact starting time (day, hour) of the Event. SPORTFIVE will inform customers of the exact time of the Event via its online contact details, as soon as it is set by MKSZ.

2.8. In this case, the Entrance Ticket entitles the Customer to enter the Handball Arenas exclusively on the day on which the Event is actually held, on the understanding that the Customer is entitled to stay in the Handball Arenas from two (2) hours before the official start time of the Event until one (1) hour after the official end time of the Event. Customer must leave the Handball Arenas one (1) hour after the official closing time of the Event. By reading these General Terms and Conditions, the Customer expressly accepts the general terms and conditions specified in sections 2.7 to 2.8 as being materially different from normal contractual practice.

3. Purchasing tickets electronically – to the FTC fan sector

3.1. The Customer accepts that they are entitled to purchase an Entrance Ticket or a Season Ticket to the FTC Fan Sector and to participate in the Event only if they are in possession of a Fan Card issued by FTC Zrt. on behalf of the organizer FTC Kézilabdásport Nonprofit Kft. The detailed rules for the use of the Fan Card are specified in the General Terms and Conditions set out by FTC Zrt., available at the following link:

- **<http://www.meccsjegy.fradi.hu>**

3.2. SPORTFIVE operates a Website to facilitate the purchase of Season Tickets and Entrance Tickets. The language of the contracting process and the Contract is Hungarian. In the case of a purchase of a Season Ticket or an Entrance Ticket on the Website, the contracting procedure is as follows:

3.2.1. In order to use the Website to purchase Season Tickets or Entrance Tickets, Customer must first register on the Website by entering their name, email address and password. By registering, the Customer accepts the provisions of the GTC as binding upon them.

3.2.2. After registration, the customer can log in to the sales area on the Website using the e-mail address (username) and password provided during registration.

3.2.3. After logging in to the Website, the Customer can select the appropriate Event and then the seats corresponding to the Entrance Tickets to be purchased.

3.2.4. Before paying the Purchase Price, the Customer must confirm the Season Ticket(s) to be purchased or the number of Entrance Ticket(s) corresponding to the selected seats.

3.2.5. Customer can pay the Purchase Price by bank card via the SSL (secure) web interface of OTPDirekt.hu.

3.2.6. Customer can interrupt the contractual process at any time until the Purchase Price is paid.

3.2.7. Customer accepts that, upon payment of the Purchase Price, the Contract is concluded between SPORTFIVE and Customer with respect to the selected Season Ticket(s) and Entrance Ticket(s).

3.2.8. The Website will provide the Customer with an automatic notification of the result of the payment of the Purchase Price. The notification about the result of the payment of the Purchase Price also constitutes the confirmation of the conclusion of the Contract. The Contract shall not be deemed to be made in writing.

3.2.9. In the event of a failure to settle the Purchase Price (card number typo, insufficient card balance) or non-settlement of the Purchase Price, the Contract shall not enter into force, but the Customer shall be entitled to repeat the contracting process as specified in this chapter.

3.2.10. After settling the Purchase Price, the Customer can collect their Entrance Ticket via the electronic interface on the Website in the manner specified in the confirmation email. The Customer must present the Entrance Ticket collected through the electronic interface either as a printed copy or on an electronic device (mobile phone, tablet) together with the valid Fan Card upon entrance to the Event. The Customer acknowledges that they are only entitled to enter the Arena and to participate in the Event if they are in possession of a valid Entrance Ticket.

3.3. In exceptional cases, the Customer can, differently from the rules of this present section 3, make a Fan Card pre-registration on the Website and then purchase the Ticket after such pre-registration. In this case, it is not necessary to be in possession of the Fan Card in order to receive the Ticket electronically, but in order to participate in the Event, it is necessary to collect the pre-registered Fan Card at the container next to the barrier entrance point of the FTC-MVM Népliget Sports Center (1101 Budapest, Vajda Péter u. 6.), at the registration and ticket office of the FTC MVM Sports Center in Kismartoni út (1101 Budapest, Kismartoni út 4.), or at the Groupama Arena ticket office (1091 Budapest, Üllői út 129). If in such a case Customer does not attend the Event and does not collect the Fan Card, they cannot claim a refund of the price of their Entrance Ticket, but the pre-registration of their Fan Card will remain valid and they can collect the Fan Card at the ticket office of Elek Gyula Arena/Groupama Arena for 90 days.

4. Purchasing tickets in person – to the FTC fan sector

4.1. The Customer is entitled to purchase a Season Ticket or an Entrance Ticket - during opening hours - at the registration and ticket office of the FTC MVM Sports Center in Kismartoni út (1101 Budapest, Kismartoni út 4.) according to the ticket purchase conditions in force on the given day.

4.2. The Customer can pay the Purchase Price at the registration and ticket office of the FTC MVM Sports Center in Kismartoni út in cash or by credit card, or by using any other cash substitute accepted on the day of the purchase. The Customer is entitled to collect the printed Season Ticket or Entrance Ticket after settling the Purchase Price.

4.3. The Customer must present the Entrance Ticket collected in person together with the Fan Card upon entrance to the Event. Customer understands that they are only entitled to enter

the premises of the Handball Arenas and to participate in the Event if they are in possession of a valid Entrance Ticket.

5. Purchasing tickets for the guest sector

5.1. Customers can purchase tickets for the guest sectors in the Handball Arenas in person at the ticket offices of the respective opposing handball team.

6. Rules for entering the Handball Arenas

6.1. The Customer can enter the Arena by presenting the Entrance Ticket and they are entitled to stay in the Arena from two (2) hours before the official starting time of the Event until one (1) hour after the official closing time of the Event. Customer must leave the Arena one (1) hour after the official closing time of the Event. On behalf of the Organizer, SPORTFIVE has the right to refuse entry to the Event as defined in Sports Act and the prevailing Handball Arena Course Rules of the venue of the Handball Match, or to remove the Customer from the Event after entrance in the cases defined in the Sports Act and the prevailing Handball Arena Course Rules.

6.2. The Customer accepts that during the admission process, their identity may be checked and their clothing and luggage may be inspected in accordance with the provisions of the Sports Act, depending on the result of which SPORTFIVE or the organizer may refuse entry or remove the Customer from the Event after entrance, or collect items that are not allowed to be taken in.

6.3. The Customer can collect the Entrance Ticket prior to the Event via the electronic interface available on the website <http://www.meccsjegy.fradi.hu> or in person at the ticket offices of the Handball Arenas - in case of tickets purchased for the guest sectors at the respective opposing handball team's ticket office - during opening hours. In order to use the Service, the Customer must print out the Entrance Ticket received via the electronic interface and present the printed ticket or the ticket issued in paper form upon entering the Event. The Customer understands that they are only entitled to use the Service if they are in possession of a valid and printed Entrance Ticket.

6.4. The Customer has the right to use the common areas of the Handball Arenas which are obviously linked to the participation in the Event (in particular, the passageways, lifts, toilets), but not to enter any other Sector except the Sector specified on the Entrance Ticket.

6.5. Customers - in the case of a Customer having a contract for Business Seats, also their invited guests - are obliged to comply with the provisions of the Contract and the GTC, as well as the internal rules and regulations (including in particular the Course Rules), which are issued by SPORTFIVE or the organizer of the Event (including in particular FTC, FTC Kézilabdasporth Nonprofit Kft, MKSZ, EHF) regarding the use of the Event and the conduct in the Event area, as well as the validity and use of Entrance Tickets. These rules will be published on the Website and will also be sent to the Customer by SPORTFIVE by e-mail upon request.

6.6. While in the Handball Arena and participating in the Event, the Customer shall refrain from unnecessary disturbance of others, even while complying with the applicable rules, and therefore the Customer shall not engage in any conduct or activities that disturb or disrupt the Event or that could violate or endanger the personal rights or property of the participants of the Event, or of those arriving at or leaving the Event.

7. Duration and termination of the Contract

7.1. The Contract applies to the Event specified in the Entrance Ticket, or, in the case of purchasing a Season Ticket, to the Events specified in the Season Ticket.

7.2. The Customer accepts that in the case of purchasing an Entrance Ticket or a Season Ticket, the Customer has no right to withdraw from the Contract without giving a reason pursuant to paragraph (1), section 1) of § 29 of the Government Decree 45/2014 (26.II.) on the detailed rules of contracts between consumers and businesses. The right of withdrawal from the Contract is otherwise governed by the regulations of the Civil Code. In the case of purchasing Entrance Tickets, the Contracting Parties shall not have the right of ordinary notice.

7.3. In the case specified in section I.2.2 of these GTC, the Contract shall terminate with immediate effect.

7.4. In the event of termination of the Contract for any reason prior to the end of the applicable contractual term, the Customer shall immediately return all of its Season Tickets and Entrance Tickets not covered by the Purchase Price, and SPORTFIVE shall be entitled to cancel such Season Tickets and Entrance Tickets as of the date of termination of the Contract.

II. DIFFERENT RULES FOR CUSTOMERS PURCHASING BUSINESS SEATS

1. General regulations

1.1. The Services associated with each Sector are specified in Appendix 2 of the prevailing GTC. Contracting Parties are entitled to specify in the Contract any other Services in addition to the Services associated with the Sector.

1.2. The Customer declares that they have examined the VIP Sector, the chosen Sector, the Handball Arenas, their location, parameters and business opportunities in all respects and declares that they fully meet the Customer's expectations.

1.3. The Customer is obliged to pay the Purchase Price in one lump sum, by one of the following payment methods, depending on the method of conclusion of the contract:

- at the ticket office in cash or by credit card
- Customers with a VIP Season Ticket when making purchases electronically by credit card or by bank transfer.

1.4. In the case of purchases made by electronic transfer, if the amount to be transferred is not received on SPORTFIVE's account within the time limit specified in the respective invoice, the Customer is subsequently entitled to make purchases only in person.

1.5. If in the Contract for the Season the Parties agree on the payment of the Purchase Price in instalments and the Customer's delay in payment of any instalment exceeds 14 (fourteen) days, all subsequent payment obligations for the Season in question anticipated at the time of the delay shall become due and payable in one instalment immediately.

1.6. If the Contract is valid for more than one Season, the Customer acknowledges and accepts that the Purchase Price will be increased by 3% (three percent) in each Season without further notice.

1.7. If the Contract is valid for more than one Season, SPORTFIVE is also entitled to increase the fee for the following Season by more than the amount specified in section II.1.6

of the GTC. SPORTFIVE shall notify the Customer in writing of the fee increase by 15 March preceding the subsequent Season. The Customer may object in writing to the fee increase specified in this section within 5 (five) calendar days of receiving the notification. In the event of an objection, SPORTFIVE shall be entitled to terminate the Agreement in writing within 15 (fifteen) days of receiving the objection. The Customer accepts that, unless an objection to the increase in the fee specified in this section is made within the time limit specified herein, the increase in the fee shall be deemed to have been accepted by the Customer. The new Purchase Price shall enter into force on the first day of the following Season. If the Customer objects to the increase in the fee but SPORTFIVE does not exercise its right of termination, the Purchase Price shall be increased by the rate specified in section II.1.6 of the GTC, unless otherwise agreed by the Contracting Parties.

1.8. Notwithstanding the right of termination as provided for in section II.1.7 of the GTC, SPORTFIVE shall be entitled to refuse entry to Handball Arenas to those Customers and their invited guests who are in default of any payment obligation of the Customer under the Contract until the Customer has fulfilled the contractual payment obligation. In such a case, SPORTFIVE shall send the Customer written notice (including e-mails) of the refusal of entry and parking, which shall not constitute a valid reason for refusal of performance under the provisions of § 6:183 of the Civil Code.

1.9. If the term of the Contract is extended in accordance with section II.5.2 of these GTC, the Contracting Parties may conclude an agreement on the Purchase Price of the Season Ticket for the new Season by means of value negotiations instead of applying sections II.1.6. or II.1.7. of these GTC. In the latter case, the Purchase Price of the Season Ticket for the new Season shall be the same as the Purchase Price of the Season Ticket for the previous Season, unless otherwise agreed. In the cases described in this section, when negotiating the value of the Purchase Price, it shall be understood to be the value expressed in Hungarian forints.

1.10. The amount of the Purchase Price specified in the Contract shall include the price of the Business Seats and Entrance Tickets, the overhead costs of running the facilities, the costs of cleaning up after the Event, and the previously agreed items of furniture and fittings owned by the Handball Arena, and eventual one-off room set-ups agreed in advance, but not including any additional services (audio and visual equipment, event security, hostess service, catering service, extra furniture, CISCO Stadium Vision system, scoreboard use, use of handball courts).

1.11. Deviating from section I. 2.7 of the GTC, the Customer with a contract for Business Seats and their invited guests are entitled to stay in the Handball Arenas from two (2) hours prior to the official start time of the Event until two (2) hours after the official closing time of the Event, and are obliged to leave the Handball Arenas after two (2) hours after the official closing time of the Event.

2. Priority right

2.1. SPORTFIVE may grant a priority right to use a Service related to certain Events to a Customer with a contract for Business Seats.

2.2. SPORTFIVE shall inform the Customer with a contract for Business Seats of the Events affected by the priority right immediately, but no later than within 3 days, after obtaining information about the Event in question taking place. Unless otherwise provided for in the information or in the Contract, the Business Seat Customer shall be entitled to indicate their intention to use the Service within 10 days of receiving the information or, if the period between the information and the Event is shorter, until the day before the Event. In the event of exercising the priority right, the Business Seat Customer shall indicate the number of Entrance Tickets intended to be purchased for the Event and undertake to purchase such Entrance Tickets. The Business Seat Customer understands that the priority right shall be

limited to the number of Business Seats specified in the Contract. The Business Seat Customer accepts that if they give notice of their intention to use the Service after the deadline, they shall be entitled to use the Service in accordance with the general regulations. In addition to the number of Business Seats specified in the Contract, the Business Seat Customer shall be entitled to purchase Entrance Tickets in accordance with the general regulations.

2.3. The Business Seat Customer understands that they can only participate in the Event affected by their priority right if they are in possession of a valid Entrance Ticket.

2.4. The Business Seat Customer shall be liable to SPORTFIVE if, despite their obligation under section II.2.2 of the GTC, they fail to purchase the Entrance Tickets and thereby cause damage to SPORTFIVE, in particular if SPORTFIVE, even if acting with due care and diligence, has been unable to sell the Entrance Tickets they have agreed to purchase to another party.

2.5. An Entrance Ticket purchased on the basis of a priority right shall entitle the holder to the Service associated with the Sector specified in the Contract, with the exception that SPORTFIVE shall be entitled to sell Entrance Tickets for seats other than the Business Seats specified in the Contract to the Business Seat Customer.

2.6. If the Customer fails to exercise their priority right within the time limit specified in section II.2.2. of the GTC, SPORTFIVE shall be entitled to sell the Entrance Tickets freely.

3. Placement of name or company logo

3.1. The Customer is entitled to display its name, corporate name or corporate logo on the Business Seat specified in the Contract (in relation to certain Sectors) during the term of the Contract. The Customer shall notify FTC Kézilabdasport Nonprofit Kft. of its request to display its name, corporate name or corporate logo, specifying the graphic element(s) to be displayed. The chosen name, corporate name or logo shall be placed by FTC Kézilabdasport Nonprofit Kft. on the Business Seats specified in the Contract, upon the Customer's request, provided that it complies with the legal requirements, the Contract and the provisions of the GTC.

3.2. The Customer declares that they are entitled to use and authorize the use of the name, corporate name or logo provided.

3.3. The Customer accepts that in the event of a termination of the Contract for any reason, FTC Kézilabdasport Nonprofit Kft. shall immediately terminate the display of the name, corporate name or logo.

4. FTC Business Club membership

4.1. In the case specified in the Contract, the Customer becomes eligible to become a member of the FTC Business Club. Accordingly, their logo will appear on the official FTC Business Club Customer List, the Customer's representative will be invited to and can attend business events organised by SPORTFIVE both on and off match days.

5. Duration and termination of the Contract

5.1. The Contract is concluded for the period indicated therein, for a specified number of Seasons or for entrance to a specified number of Events.

5.2. If the Contracting Parties have concluded a Contract for one or more Seasons, then either Party shall be entitled to terminate the Contract without justification by the end of the current Season (30 June of the calendar year) by giving written notice of termination. Unless

otherwise provided for in the Contract, the term of the Contract shall be extended indefinitely unless terminated in writing by either Party.

5.3. Any notice of termination given in writing in accordance with section II.5.2 of the GTC must be sent to the other Party in such a way that it is received by the other Party no later than 30 April preceding the end of the Season. Any notice of termination given in delay shall terminate the Contract with effect from the end of the subsequent Season.

5.4. If the Contracting Parties have concluded a Contract for one or more Events, ordinary termination of the Contract is excluded.

5.5. A Party is entitled to terminate the Contract with immediate effect in the event of serious breach of the Contract by the other Party. Serious breaches of the Contract by the Customer include, in particular, a serious breach of the House Rules, as well as total or partial non-payment or late payment of the Purchase Price due in accordance with the terms of the Contract, if the Customer fails to perform despite a written notice to do so within the maximum grace period of 15 (fifteen) days specified therein. If SPORTFIVE terminates the contract with immediate effect in the event of a serious breach of contract by the Customer, the Customer shall be liable to pay a penalty amounting to 100 % of the gross outstanding Purchase Price under the Contract.

5.6. Termination or modification of the Contract shall only be valid if made in writing, signed by the Party's legal representative or by their representative authorized in writing in a private document/official document with full legal effect.

5.7. In the event of termination of the Contract for any reason prior to the end of the respective contractual term, the Customer shall immediately return all their Entrance Tickets not covered by the Purchase Price, and SPORTFIVE shall be entitled to cancel these Entrance Tickets with effect from the date of termination of the Contract.

6. Confidentiality

6.1. The Contracting Parties shall be obliged to keep all economic and other data, facts and information concerning the other Party of which they become aware in connection with the Contract as business secrets; the Contracting Parties shall be bound by this obligation even after the termination of their legal relationship. Only authorized representatives of the other Party may grant a waiver of confidentiality. Any damage caused to the other Party or to third parties by a breach of this obligation shall be compensated for by the Party in breach of confidentiality. The Contracting Parties shall act with mutual respect for each other and shall refrain, during the term of the Contract, from any conduct or statement which damages or may damage the reputation of the other Party, in particular where such conduct would be detrimental to the interests of handball sport.

6.2. Customer can only provide information to the press regarding the Contract and other information concerning SPORTFIVE and/or the Handball Arenas with the prior written consent of the managing director of SPORTFIVE. In the event of a breach of this obligation, the customer shall pay SPORTFIVE a penalty equal to the gross Purchase Price as specified in the relevant provision of the Contract within 8 (eight) days, and SPORTFIVE shall also be entitled to claim from the customer compensation for any proven damages in excess of the amount of the penalty.

6.3. A breach of any of the provisions of sections II.6.1. and II.6.2. of the GTC shall be deemed a serious breach of contract, in which case the Party suffering the legal damage shall be entitled to terminate the Contract with immediate effect.

7. Contact

7.1. The Contracting Parties shall specify in the Contract who the persons designated by them as contact persons are.

7.2. The Contracting Parties agree that the statements made under the Contract and the GTC shall be deemed to have been communicated with legal effect only if made in writing (including e-mails). The provisions of the GTC on delivery shall also apply accordingly to the making of legal statements.

7.3. Each Contracting Party shall send to the other Party all official notifications or other communications under or relating to this Contract in writing, which in the case of mailings shall be deemed to have been delivered if delivered personally to the addressee or sent by post as registered mail and the delivery receipt from the addressee is returned with either of the following: „delivery confirmed”, „recipient moved to an unknown location”, „recipient unknown”, „recipient moved”, „address insufficient”, or „not collected”. The Contracting Parties also accept the transmission of official notifications or other communications by **fax** or **electronic means (e-mail)**. In case of a dispute, the date of delivery shall be:

- the date of receipt in the case of personal delivery
- in the case of sending by fax or e-mail, the date of sending
- the date of delivery, in case of successful postal delivery
- in the case of failed postal delivery, the 5th day after receiving the postal notification of the failure

7.4. The Contracting Parties must notify the other Party of any change in their data (in particular the address, bank account number, tax number of the party) or any change affecting the contact person immediately after such change. The defaulting Party shall be liable for any verifiable damage resulting from its failure to notify the other Party or from its delay in doing so.

8. Different rules for consumers

8.1. If the Customer qualifies as a Consumer, the provisions of the GTC shall apply with the exceptions specified in this section.

8.2. In the absence of the confirmation specified in the GTC, the Contract shall not be deemed to have been concluded in the case of a Customer who is a Consumer, unless the Contracting Parties begin the performance of the Contract.

8.3. In the event of an increase in the fees specified in the relevant sections of the GTC, the Customer who qualifies as a Consumer is entitled to withdraw from the Contract in writing within 15 days of receiving notification of the increase for the subsequent Season.

8.4. As an exception to the relevant section of the GTC, the Customer who qualifies as a Consumer can terminate the Contract concluded for one or more Seasons by giving notice of termination no later than 31 May preceding the end of the Season.

8.5. As an exception to the relevant section of the GTC, the Customer who qualifies as a Consumer shall be entitled to withdraw from or terminate the Contract within 15 (fifteen) days of the effective date of any unilateral modification of the GTC or its appendices.

8.6. SPORTFIVE informs the Customer that in accordance with section 1) of paragraph 1 of § 29 of Government Decree 45/2014 (II. 26.) on the detailed rules of contracts between

consumers and businesses, the right of withdrawal from the Contract without justification does not apply to them.

8.7. SPORTFIVE informs the Customer that it has no obligation to provide a warranty in relation to the Service.

8.8. SPORTFIVE informs the Customer that it is not subject to a code of conduct.

8.9. As an exception to the relevant section of the GTC the Contracting Parties agree that, in the case of a Customer who qualifies as a Consumer, all disputes arising from the Contract shall, in the event of the conciliation being unsuccessful, be subject to the procedures of the court having jurisdiction and competence for the dispute in accordance with the relevant law on civil procedure.

9. Other provisions

9.1. Pursuant to § 6:209 of the Civil Code, the Customer irrevocably consents in advance to SPORTFIVE's right to transfer the Contract to the persons specified in § 8:2 of the Civil Code and to transfer to such persons his rights and the obligations of Customer as specified in the Contract.

9.2. The Customer is entitled to transfer his rights and obligations arising from the Contract to a third party only in the case specified in the relevant point of these GTC, with the prior consent of SPORTFIVE.

9.3. SPORTFIVE informs the Customer that it is not subject to a code of conduct.

9.4. In case of invalidity of any provision of the Contract and/or these GTC, the Contracting Parties shall - after consultation - try to replace the invalid part with a valid provision by mutual agreement. The Contracting Parties mutually agree that in such a case they will enter into negotiations with each other with a view to replacing the invalid part, and will seek to find a new provision which is as consistent as possible with the objectives of the Contract and the will of the Contracting Parties in concluding the Contract.

9.5. The legal relationship of the Contracting Parties is also subject to the prohibition of an implied waiver of rights, which means that if at any time, either party is unable to oblige the other party to strictly comply with a contractual obligation contained in the Contract and/or these GTC, it does not mean a waiver of the fact that the contractual behavior will later be enforced. The prohibition of an implied waiver of rights also extends to the fact that if a provision is violated by a party and the other party does not take immediate action against it, this does not mean that the innocent party would thereby give consent to the provision being repeatedly violated by the other party later on.

9.6. If a dispute arises between the Contracting Parties regarding any issue contained in the Contract and/or these GTC, the Contracting Parties are obliged to attempt to resolve the dispute amicably. To this end, any party may initiate a consultation in order to enforce one of its claims contained in the Contract and/or these GTC. If the negotiation does not lead to a result, the party initiating the negotiation is entitled to assert its claim through civil litigation or non-litigation, or through other means provided by law. The Contracting Parties agree that any dispute arising out of the Contract shall be subject to the decision of the court having jurisdiction and competence to resolve the dispute in accordance with the applicable law on civil procedure.

10. Handling complaints

Customer can lodge a complaint with SPORTFIVE regarding the conduct, activity or omission of SPORTFIVE directly related to the service provided by SPORTFIVE.

Customer can lodge their complaint both verbally and in writing.

Customer can submit consumer complaints about SPORTFIVE's activities primarily directly via the contact details specified in section I above.

10.1. Complaints made verbally

SPORTFIVE shall promptly investigate and, if it has the opportunity to do so, remedy any verbal complaint communicated over the telephone. If the Customer does not agree with the handling of the complaint or if it is not possible to investigate the complaint immediately, SPORTFIVE shall make a protocol about the complaint.

In the case of a verbal complaint communicated by telephone or other electronic communication media, SPORTFIVE will send a copy of the protocol to the Customer together with the relevant reply at the latest – no later than 30 days after receiving such information.

SPORTFIVE must keep a copy of the protocol of the complaint for three years from the date of the complaint and present it to the supervisory authorities.

Complaints recorded by telephone or other means of communication will be given a unique ID by SPORTFIVE, which will facilitate the subsequent tracing of the complaint.

In other respects, SPORTFIVE will follow the same rules as for written complaints when processing a verbal complaint.

10.2. Complaints made in writing

SPORTFIVE shall respond to complaints received in writing within 30 days and shall make arrangements to communicate its response.

If the complaint is rejected, SPORTFIVE will inform the Customer of the reasons for the rejection. If the complaint is rejected, SPORTFIVE shall inform the customer in writing of the authority or of the conciliation body to which the customer may refer the complaint, depending on its nature. The information shall also include the head office, telephone and internet contact details and postal address of the competent authority or conciliation body according to the place of residence or stay of the Customer. The information shall also include whether SPORTFIVE intends to use the conciliation board procedure to settle the consumer dispute.

10.3. Other legal remedies

If a consumer dispute that may exist between SPORTFIVE and the Customer is not resolved in the course of negotiations with SPORTFIVE, the Customer, who qualifies as a consumer, may apply to the conciliation body having jurisdiction in their place of residence or stay and initiate action by the body, with the following legal remedies available to the Customer:

- conciliation board procedure
- lodging a complaint with the consumer protection authority
- settlement of disputes through the online dispute resolution platform of the EU
- initiation of court proceedings

Details:

10.3.1. Lodging a complaint with the consumer protection authority

If Customer believes that their consumer rights have been infringed, they can complain at the consumer protection authority having jurisdiction in their place of residence. Once the complaint has been examined, the authority will decide whether to pursue a consumer protection procedure. The consumer protection authority will act on request or on its own initiative to investigate SPORTFIVE's market conduct from a consumer protection point of view. However, the individual case will be dealt with by the conciliation board, i.e. the consumer protection authority will refer the applicant's case to the conciliation board.

10.3.2. Settlement of disputes through the online dispute resolution platform of the EU <https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.show&lng=HU>

In the event of a consumer dispute related to an online sales contract, consumers can settle their online purchase-related disputes, including cross-border disputes, electronically by submitting an electronic complaint through the online platform available via the link above.

To do so, consumers simply register on the online platform available at the link above, fill in a request form and send it electronically to the conciliation body via the platform. This makes it easy for consumers to enforce their rights, irrespective of distance.

Government offices have been designated as general consumer protection authorities by the applicable legal regulations. Contact details of the government offices: <https://www.kormanyhivatal.hu/hu/elerhetosegek>

10.3.3. Initiation of a conciliation board procedure

If SPORTFIVE rejects the complaint of the Customer who qualifies as a consumer, the Customer is entitled to apply to the competent conciliation board according to their place of residence or stay or the conciliation board designated by the Customer in the application. In order to initiate the procedure of the conciliation board, the consumer must attempt to settle the dispute directly with SPORTFIVE.

Unless the consumer requests a personal hearing, the conciliation board shall hold the hearing online, without the presence of the consumer in person, by means of an electronic device that simultaneously transmits sound and images (hereinafter referred to as „online hearing”).

SPORTFIVE is under a duty of cooperation in the conciliation procedure, which means that the company is obliged to send its reply to the conciliation board within the time limit set by the conciliation board.

With the exception of the application of Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC, the company must provide for the participation of a person authorized to negotiate a settlement at the hearing. The representative of the company authorized to conclude a settlement agreement must attend the online hearing online. If the consumer requests a personal interview, the representative of the company authorized to negotiate a settlement must attend the interview at least online.

The Conciliation Board will issue a decision to impose an obligation if the company has not made a declaration of submission, but the application is well-founded and the consumer's

claim - both in the application and at the time of the decision to impose an obligation - does not exceed HUF 200,000!

This means that if the company fails to comply with the decision of the conciliation board within the time limit, the consumer can ask the court to attach an enforcement clause to the decision of the conciliation board.

In the case of a decision with an enforcement clause, the costs of the procedure are entirely borne by the company, whereas if the consumer's request is rejected, the parties bear their own costs, i.e. the consumer does not have to reimburse the company's costs under any circumstances.

More information on the Conciliation Boards is available here: <https://www.bekeltetes.hu>

According to the Consumer Protection Act, a consumer in the context of the Conciliation Board procedure can be a civil organisation, religious legal person, condominium, housing association acting for purposes outside its independent profession and scope of economic activity, which buys, orders, receives, uses, makes use of goods or is the recipient of commercial communication or offer related to goods.

The Conciliation Board is entitled to verify and investigate the compliance with consumer status. The rules of the procedure are governed by the rules set out under the rules of the Conciliation Board.

Contact details for each territorially competent Conciliation Board are listed in *Appendix No. 3* of this present GTC:

If any of the contact details have changed, please consult the following link for the latest contact details: <http://www.bekeltetes.hu/index.php?id=testuletek>

10.3.4. Initiation of court proceedings

If the Customer does not turn to a conciliation board or the procedure has not led to a result, the Customer has the right to turn to court in civil proceedings in order to settle the dispute in accordance with the provisions of Act No. V of 2013 on the Civil Code and Act No. CXXX of 2016 on the Code of Civil Procedure. The legal action must be filed by means of a statement of claim. The statement of claim must be accompanied by all documents and copies of documents, the contents of which are cited as evidence by the Customer.

The statement of claim must include the following information:

- the competent court;
- the name, the place of residence and the status of the parties and their representatives;
- the right sought to be asserted, stating the facts on which it is based and the evidence in support of those facts;
- the particulars from which the jurisdiction and competence of the court may be derived;
- a definitive request for a decision of the court.

10.4. SPORTFIVE informs the Customer who qualifies as a Consumer that it will not accept the recommendation of the conciliation board in a binding manner. The competent conciliation board according to the seat of SPORTFIVE: Conciliation Board of Budapest (seat: 1016 Budapest, Krisztina körút 99., III. emelet 310.; postal address: 1253 Budapest, Pf.:10.).

10.5. If an Event has been cancelled (or certain Events have been cancelled) or Event(s) have been held with the exclusion of spectators or with a restriction on the number of spectators (where the Customer therefore did not attend the Event(s)) and the Customer

has previously paid the relevant Season Ticket Price, the Contracting Parties may agree on the scope of compensation for the Customer's subsequent purchase of Season Tickets due to the cancelled Event(s) on the basis of a value reconciliation, whereby, unless otherwise agreed by the Contracting Parties, the Purchase Price of the previously purchased and the newly purchased Season Ticket shall be deemed to be of equal value. In the cases described in this Clause, the value of the Purchase Price shall be understood to be the value expressed in Hungarian forints.

- 10.6. The Contracting Parties declare that in matters not regulated in the Contract and/or in these GTC, they shall regard the provisions of the Civil Code, the Sports Act and other applicable Hungarian legal regulations governing the legal relationship of the Contracting Parties to be applicable.
- 10.7. In the event of any discrepancy between the provisions of the GTC and other provisions of the Contract, the legal relationship between the Contracting Parties shall be governed primarily by the provisions of the Contract.
- 10.8. With the conclusion of the Contract, any agreement previously concluded by the Contracting Parties in any form shall lose its effect, and their legal relationship shall be governed solely by the rules of the Contract and these GTC.
- 10.9. SPORTFIVE shall be entitled to modify the GTC unilaterally. SPORTFIVE shall publish a notice about the modification of the GTC on the Website, at least 15 (fifteen) days before the modification entering into force. The holder of the operating right (FTC) shall be entitled, in exceptional circumstances, to adopt specific, special provisions that differ from those contained in these GTC, which shall enter into force upon their publication on the Website.
- 10.10. The modification of the GTC and its appendices shall apply to the Contract already in force as of its entry into force. The Customer shall be entitled to withdraw from or terminate the Contract within 15 (fifteen) days of the unilateral modification of the GTC or its appendices coming into force. If Customer does not exercise its right of withdrawal or termination against the modification, the modification shall be deemed to have been accepted by the Customer.

Budapest, 19 September 2024

SPORTFIVE HUNGARY Kft.

Managing Directors Csaba Siklósi and András Igaz

Appendix No. 1: Services available for the various sectors (concerning football matches)

**APPENDIX NO. 1
belonging to GTC „A”**

Services available for the various sectors

I. 1899 - TELEKOM LOUNGE SECTOR

Entrance Tickets for the following Events of the Season:

- all OTP Bank League matches
- all Hungarian Cup matches (except Hungarian Cup Final)

Priority right in VIP Gold category for the following Events:

- Champions League matches (subject to UEFA/MLSZ regulations)
- Europa League matches (subject to UEFA/MLSZ regulations)
- Hungarian Cup Final (if the venue is the Arena, subject to MLSZ regulations)
- Friendly matches
- Matches of the Hungarian national team (subject to UEFA/MLSZ regulations)
- Other Events (if SPORTFIVE is the organizer/owner of rights)

Contents of the Service:

A. Entrance Ticket to the Event

- access to the MVM Gold Sector area and the exclusive 1899 - Telekom Lounge Sector for the number of Entrance Tickets specified in the Contract
- access to the Skybox level
- the contractually agreed number of named Business seats in the VIP sector
- the contractually agreed number of parking spaces

B. Hospitality Services

- available 2 (two) hours before kick-off (or any other starting time) and one (1) hour after the end of the Event
- a selection of food and drinks: a selection of food and drinks: high quality catering with quality food, free choice from a limited menu (starters, soups, main courses and desserts until the start of the match, half-time snack at the break), snacks (popcorn, salty nuts), quality alcoholic and non-alcoholic beverages

C. FTC Business Club membership for the Customer

Breakdown of the Purchase Price:

- Entrance Ticket to the Event: 80%
- Hospitality Services: 20%

II. MVM GOLD SECTOR

Entrance Tickets for the following Events of the Season:

- all OTP Bank League matches
- all Hungarian Cup matches (except Hungarian Cup Final)

Priority right in VIP Gold category for the following Events:

- Champions League matches (subject to UEFA/MLSZ regulations)
- Europa League matches (subject to UEFA/MLSZ regulations)
- Hungarian Cup Final (if the venue is the Arena, subject to MLSZ regulations)
- Friendly matches
- Matches of the Hungarian national team (subject to UEFA/MLSZ regulations)
- Other Events (if SPORTFIVE is the organizer/owner of rights)

Contents of the Service:

A. Entrance Ticket to the Event

- access to the MVM Gold Sector area for the number of Entrance Tickets specified in the Contract
- the contractually agreed number of named Business seats in the middle part of the VIP sector
- the contractually agreed number of parking spaces

B. Hospitality Services

- available 2 (two) hours before kick-off (or any other starting time) and one (1) hour after the end of the Event
- a selection of food and drinks: a selection of food and drinks: high quality catering with quality food, free choice from a limited menu (starters, soups, main courses and desserts until the start of the match, half-time snack at the break), snacks (popcorn, salty nuts), quality alcoholic and non-alcoholic beverages

C. FTC Business Club membership for the Customer

Breakdown of the Purchase Price:

- Entrance Ticket to the Event: 80%
- Hospitality Services: 20%

D. TELEKOM SECTOR

Entrance Tickets for the following Events of the Season:

- all OTP Bank League matches
- all Hungarian Cup matches (except Hungarian Cup Final)

Priority right in VIP Bronze category for the following Events:

- Champions League matches (subject to UEFA/MLSZ regulations)

- Europa League matches (subject to UEFA/MLSZ regulations)
- Hungarian Cup Final (if the venue is the Arena, subject to MLSZ regulations)
- Friendly matches
- Matches of the Hungarian national team (subject to UEFA/MLSZ regulations)
- Other Events (if SPORTFIVE is the organizer/owner of rights)

Contents of the Service:

A. Entrance Ticket to the Event

- access to the Telekom Sector area through the Bronze Left VIP Entrance for the number of Entrance Tickets specified in the Contract
- the contractually agreed number of named Business seats in the left part of the VIP sector
- the contractually agreed number of parking spaces

B. Hospitality Services

- available 2 (two) hours before kick-off (or any other starting time) and one (1) hour after the end of the Event
- a selection of food and drinks: free selection from a buffet with quality food (snacks, main courses), non-alcoholic drinks in a self-service system, beer and non-alcoholic beer at designated counters

C. FTC Business Club membership for the Customer

Breakdown of the Purchase Price:

- Entrance Ticket to the Event: 75%
- Hospitality Services: 25%

IV. VVK SECTOR

Entrance Tickets for the following Events of the Season:

- all OTP Bank League matches
- all Hungarian Cup matches (except Hungarian Cup Final)

Contents of the Service:

A. Entrance Ticket to the Event

- access to the VVK Sector area through the Bronze Right VIP Entrance for the number of Entrance Tickets specified in the Contract
- Business seats in the right part of the VIP sector

B. Hospitality Services

- exclusive buffet service for guests of the VVK sector, payable by the customer

Breakdown of the Purchase Price:

- A. Entrance Ticket to the Event: 100%

**APPENDIX NO. 2
belonging to GTC „B”**

Services available for the various sectors

D. VIP SECTOR

Entrance Tickets for the following Events of the Season:

- all K&H League matches
- all Hungarian Cup matches (except Hungarian Cup Final)
- friendly matches

Contents of the Service:

A. Entrance Ticket to the Event

- access to the VIP Sector area for the number of Entrance Tickets specified in the Contract
- the contractually agreed number of parking spaces

B. Hospitality Services

- available 2 (two) hours before throw-off (or any other starting time) and one (1) hour after the end of the Event
- a selection of food and drinks: finger food, snacks, quality alcoholic and non-alcoholic beverages at league matches; high quality catering with quality food at international matches (starters, main courses and desserts until the end of the match)

Breakdown of the Purchase Price:

- Entrance Ticket to the Event: 80%
- Hospitality Services: 20%

E. VIP GOLD SECTOR

Entrance Tickets for the following Events of the Season:

- all K&H League matches
- all Hungarian Cup matches (except Hungarian Cup Final)

Contents of the Service:

A. Entrance Ticket to the Event

- access to the VIP Gold Sector area for the number of Entrance Tickets specified in the Contract
- business seats in the central area of the VIP GOLD sector on the field level
- the contractually agreed number of parking spaces

B. Hospitality Services

- available 2 (two) hours before throw-off (or any other starting time) and one (1) hour after the end of the Event
- a selection of food and drinks: finger food, snacks, quality alcoholic and non-alcoholic beverages at league matches; high quality catering with quality food at international matches (starters, main courses and desserts until the end of the match)

Breakdown of the Purchase Price:

- Entrance Ticket to the Event: 80%
- Hospitality Services: 20%

Contact Details of Conciliation Boards

Conciliation Board of Budapest

Seat: Budapest
Area of competence: Budapest
Contact details:
Address: 1016 Budapest, Krisztina krt. 99. I. em. 111.
Postal address: 1253 Budapest, Pf.:10.
Phone number: 06-1-488-2131
E-mail: bekelteto.testulet@bkik.hu
Website: bekeltet.bkik.hu

Conciliation Board of Baranya County

Seat: Pécs
Area of competence: Baranya vármegye, Somogy vármegye, Tolna vármegye
Contact details:
Address: 7625 Pécs, Majorossy I. u. 36.
Phone number: 06-72-507-154
E-mail: info@baranyabekeltetes.hu
Website: baranyabekeltetes.hu

Conciliation Board of Borsod-Abaúj-Zemplén County

Seat: Miskolc
Area of competence: Borsod-Abaúj-Zemplén County, Heves County, Nógrád County
Contact details:
Address: 3525 Miskolc, Szentpáli u. 1.
Phone number: 06-46-501-090
E-mail: bekeltetes@bokik.hu
Website: bekeltetes.borsodmegye.hu

Conciliation Board of Csongrád-Csanád County

Seat: Szeged
Area of competence: Békés County, Bács-Kiskun County, Csongrád-Csanád County
Contact details:
Address: 6721 Szeged, Párizsi krt. 8-12.
Phone number: 06-62-554-250/118
E-mail: bekelteto.testulet@cskik.hu
Website: bekeltetes-csongrad.hu

Conciliation Board of Fejér County

Seat: Székesfehérvár
Area of competence: Fejér County, Komárom-Esztergom County, Veszprém County
Contact details:
Address: 8000 Székesfehérvár, Hosszúsétatér 4-6.
Phone number: 06-22-510-310
E-mail: bekeltetes@fmkik.hu
Website: www.bekeltetesfejer.hu

Conciliation Board of Győr-Moson-Sopron County

Seat: Győr
Area of competence: Győr-Moson-Sopron County, Vas County, Zala County
Contact details:
Address: 9021 Győr, Szent István út 10/a.
Phone number: 06-96-520-217
E-mail: bekeltetotestulet@gymkik.hu
Website: bekeltetesgyor.hu

Conciliation Board of Hajdú-Bihar County

Seat: Debrecen
Area of competence: Jász-Nagykun-Szolnok County, Hajdú-Bihar County, Szabolcs-Szatmár-Bereg County
Contact details:
Address: 4025 Debrecen, Vörösmarty u. 13-15.
Phone number: 06-52-500-710
E-mail: bekelteto@hbikik.hu
Website: hmbekeltetes.hu

Conciliation Board of Pest County

Seat: Budapest
Area of competence: Pest County
Contact details:
Address: 1055 Budapest, Balassi Bálint u. 25. IV/2.
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